

# Participation Update

Issue 26: 17 May 2017

## Primary care

### **April and May's primary care commissioning committee meetings**

*– from Andy Cory, patient representative*

I have recently taken over from Barrie Behenna as the representative of the patient's perspective at this important committee, supported by Healthwatch Torbay and Healthwatch Devon. This update is an important way to keep all our Patient Participation Groups informed about the content of this meeting so they can get involved in appropriate areas. If you have any questions or comments about this information, I welcome them. Please direct them to [jo.curtis@nhs.net](mailto:jo.curtis@nhs.net).

### **Notes from the public PCJCC meetings held on 6 April and 4 May 2017**

**NHS England South (South West) report highlights** – A request from Pembroke House Surgery to close their Grosvenor Road branch site with effect from 1 June 2017 was discussed. The two sites are one mile apart and patients of Pembroke House Surgery have been accessing both sites since July 2016. Extensive building works have been ongoing at Pembroke House for some time and are now completed, providing additional clinical rooms. The surgery is also on an established and frequent bus route, with nearby parking and a pharmacy on site. The practice boundaries would remain unchanged. The committee praised the practice for the exemplary level of engagement that has taken place and approved the closure of the Grosvenor Road branch site.

Corner Place Surgery and Withycombe Lodge Surgery in Paignton have requested to merge with effect from 1 June 2017. The lease on the Withycombe Lodge Surgery building terminates on 23 June 2017 and the practice will have to vacate by this date. The merger would align two similar practices and would ensure that patients still have access to the same GPs but will also have a greater choice of healthcare professionals. Committee felt that this merger would provide greater resilience to the practices and approved the request.

It was noted that all practices within South Devon and Torbay have had a Care Quality Commission (CQC) inspection and are all rated adequate or higher. A question was raised regarding the CQC process when practices merge and whether the merger triggers a visit from CQC. NHS England colleagues explained that the existing CQC reports remain in place until the next tranche of inspection visits is due to take place, at which point CQC visits the new practice entity.

**Enhanced and Extended Access** – Melissa Redmayne, change manager with the CCG, and Pam Smith, NHS England project lead, delivered a presentation regarding Enhanced and Extended Access. This stems from a Government mandate to “ensure everyone has easier and more convenient access to GP services, including appointments at evenings and weekends”. It was noted that by March 2019, evening and weekend access must be available for the entire population. The committee discussed this and agreed that it provided a good opportunity to develop a resilient primary care service fit for the future.

**CCG Commissioned Service – Insulin Initiation** – the committee received a proposed revision to the CCG commissioned service specification for insulin initiation, the original having been approved by the Committee in January 2017. Following this previous approval at the January committee meeting, the specification had been submitted to the Local Medical Committee (LMC) negotiations meeting, resulting in a request from the LMC to include the initiation of GLP-1 medication for the treatment of type 2 diabetes within the specification. The Primary Care Team has therefore included GLP-1 within the specification together with associated formulary guidance. The Committee approved this addition.

**Temporary practice close downs** – the committee approved requests from a group of 16 practices in south Devon for three temporary closures (on 15 June 2017, 14 September 2017 and 16 November 2017) to undertake staff training and development. The practices described their planned cover arrangements, which the committee was content with.

**Estates, Technology and Transformation Fund (ETTF)** – the committee received an update on the status of the various projects under way within the ETTF scheme. It was noted that the ETTF schemes are either complete or on track for completion within the proposed timescales, including the creation of a primary care hub at Pembroke Surgery

There was update on the Minor Improvement Grant schemes for 16/17; the practices undergoing minor improvement works (Old Farm Surgery, Chilcote Surgery and Chelston Hall Surgery) are now nearing completion in accordance with anticipated timescales. Mayfield Medical Centre, Barton Surgery (Torquay) are now complete.

The CCG's allocation for 17/18 Minor Improvement Grant was also discussed; it was noted that the total allocation is just under £70,000, and the committee received five proposals from practices for minor improvement works, totalling just under £69,000. The committee approved the five schemes for onward submission to NHS England for consideration and due diligence. These are at Buckfastleigh, Southover, Chilcote (Dewerstone), Chilcote (Chatto Road) and Brunel.

The committee received an update on the status of the various projects underway within the ETTF scheme and was pleased to hear that the work to is now complete. All other schemes within the ETTF programme remain on track for completion within the proposed timescales.

**Change Manager update** – Melissa Redmayne, the CCG's change manager, provided an update on the GP online consultation software, which has been live at Chelston Hall Surgery since mid-January 2017. Patients registered to

this practice can access the service via the practice website to seek support for a specific condition, general advice or administrative help. The practice typically replies within one working day. Use of the service is gradually increasing and there have been some very positive comments from patients. It was also noted that Kingskerswell and Ipplepen Health Centres started using the eConsult system from 27 March 2017, with some positive early feedback.

The committee was interested to hear about the approach the CCG is proposing to take with regard to allocating resilience support funding. This funding could be used, for example, for coaching and mentoring, time out for development work or provision of specialist advice and guidance such as HR and IT support. The committee considered a tool, the 'practice resilience analysis questionnaire' that could be used by practices to rate themselves against certain criteria and identify any concerns where resilience support may be warranted.

**Memorandum of Understanding** – the CCG and NHS England continue to discuss what will be needed in a Memorandum of Understanding (MOU) between the two organisations as the CCG continues to move towards taking on delegated responsibility for commissioning primary care in the future. To this end, the committee approved the communications and engagement section of the MOU. The remaining documents to form the final MOU document are in progress.

## **PPG focus**

*– from Pierre Landell-Mills, chair of Dartmouth Medical Practice PPG*

### **Giving Dartmouth Patients a Voice**

**Dart Patients Group** exists to give voice to local patients' concerns about the provision of health care. Every patient registered with the Dartmouth Medical Practice has a right to belong. We hold an annual public meeting to elect a chair, vice-chair, secretary and between 12 and 16 members of a Dartmouth Medical Practice Patient Participation Group. The PPG meets regularly every two months with the practice to discuss on-going concerns and to learn from each other. The PPG is linked to a 'virtual' group of volunteers, currently numbering 18 patients.

Our greatest challenge has been to get to know the main concerns of patients and communicate them to the doctors. The key tool for this has been two surveys of patient opinion – one in 2014 and the most recent in 2016 – undertaken with the active support of the practice. Questionnaires were designed by the PPG and distributed to patients by the practice via email link to a SurveyMonkey and by hand. Also, PPG members handed the questionnaire to friends and neighbours, and circulated the link by social media and at various local meetings.

The most recent survey yielded more than 700 responses covering an estimated 18 percent of patient households. The results were summarised in a report which is posted on the PPG [website](#). Based on these results and the suggestions of patients for specific actions, the PPG has worked with the practice on positive modifications to the systems of appointments, prescriptions and patient record-keeping. The PPG has also lobbied for strengthening communications with patients, resulting in a quarterly joint PPG-practice newsletter and a new Facebook page, improvements in presenting information in the surgery waiting areas, and making greater use of digital technology to keep patients better informed on health matters.

The PPG has participated actively in the public consultation on the proposed new model of NHS care, and has engaged with the CCG on the major changes planned in the provision of local health care, including the controversial closure of Dartmouth Hospital and Minor Injuries Unit, and the establishment of a new local Health and Wellbeing Centre.

For more information, please visit our Dart Patients website: [www.dartpatients.co.uk](http://www.dartpatients.co.uk)

# STP Sustainability and Transformation Plan

## Primary care and STP

The CCG's director of primary care, Mark Procter, will lead on primary care across the STP in Devon for both CCGs. This collaborative approach will contribute to giving primary care a stronger voice in STP planning and help us deliver effective services across Devon.

Mark is also taking up a joint primary care role with NHS England. He will take on some of the responsibilities of the former NHS England head of primary care, Julia Cory, providing leadership, oversight and support to the NHS England primary care general medical services team for Devon. By bringing some of the NHS England and CCG responsibilities closer together, we will streamline planning and decision-making across primary care Devon-wide.

As part of closer working between the two CCGs, our deputy accountable officer and chief operating officer, Simon Tapley, is taking on joint responsibility for mental health across the Devon STP footprint on behalf of both CCGs.

## News

### Annual general meeting: save the date

More details have been finalised for the CCG's annual general meeting, which will take place on Thursday 22 June at the Avenue Church in Newton Abbot. The event will start with a health fair format, made up of partner organisations demonstrating the wide array of health and care facilities on offer across South Devon and Torbay. Among the organisations attending will be Healthwatch, the Newton Abbot-based charity KingsCare, Public Health, two GP practices offering online consultations, and online health broadcaster Hiblio. The CCG will also have representatives from the mental health, safeguarding and primary care teams, among others.

We would like to have a stand promoting Patient Participation Groups, so if you are interested in preparing and running this, please let [jo.curtis@nhs.net](mailto:jo.curtis@nhs.net) know.

The health fair element of the morning will be followed by our AGM, offering people the chance to ask questions about the work we do, as well as find out more about our priorities for the coming year. We're keen to see as many people there as possible, so please do save the date. Further information will follow soon.

### CCG appointments

Dr Paul Johnson, a Newton Abbot GP, has taken over from Dr Derek Greatorex as the CCG's new chair. Dr Greatorex stood down on 30 March, having decided last summer not to continue in the role. His four-year term of office ended on 30 March. Dr Johnson has been the CCG's locality clinical lead for Newton Abbot, and has worked as a locality clinical director at Torbay Hospital, helping to develop new ways of working across primary care, secondary care and community health services. His appointment was supported by GPs in South



Devon and Torbay, who make up the CCG's membership.



Dr Sonja Manton started her role as director of strategy for both Devon CCGs on 3 April. She has worked within the NHS in Devon for the last 13 years, most recently as the associate director of delivery, community health and social care at Torbay and South Devon NHS Foundation Trust.

She has developed strong networks with many of our partners in the system, and will be well placed to lead the CCGs' joint strategy development and implementation over the coming years.

### **Healthwatch Devon appointment**

Howie Watkins has been appointed as Healthwatch Devon's new chief executive. He has more than 25 years' experience of supporting public engagement and campaigning work. Before joining Healthwatch, he ran a medical education consultancy with past work in the charity and government sectors.

Howie said: "The Healthwatch Devon staff team, the volunteers and the members I've met so far have all been passionate about involving people in the process of changing health and care for the better. It's going to be a privilege to help them achieve this." Further information from Howie is [here](#).



### **Funds for Torbay A&E**

Torbay Hospital will receive £897,000 and the Royal Devon & Exeter Hospital gets £430,000 as part of the Department of Health's capital funding. The money was outlined in the spring Budget by the Chancellor, to ease pressure on emergency departments in time for next winter. The plans include primary care streaming and co-locating GP practices within A&E departments to ensure patients are treated in the most appropriate setting.

### **National gluten-free consultation**

Members of the public are being encouraged to take part in a [consultation](#) about proposals for restricting the availability of GF products on NHS prescription. The aim is to create consistency in gluten-free prescribing across the country. It comes after the recent announcement of new national guidance on the prescription of low-value items such as travel vaccines, painkillers and gluten-free products. The deadline for responses is 22 June.

### **Changes to mental health services in the South West**

A programme enabling patients with secure mental health needs to be cared for closer to home has been launched. The South West Regional Secure Network brings together eight organisations from Cornwall to Gloucestershire (excluding Dorset) to change the way that secure mental health services are commissioned and delivered. The network is led by Devon Partnership NHS Trust and comprises five NHS providers of mental health services, one independent social enterprise (Livewell Southwest) and two private providers (Elysium Healthcare and Cygnet Health Care). The programme relates to low and medium secure inpatient services for adults with mental health needs only. Secure inpatient services for younger people and secure services for people with a learning disability or autistic spectrum disorders are not currently included in its work.

In addition, DPT has been successful with its bid to secure a new specialist mother-and-baby unit for the region. The Exeter-based unit is one of four commissioned by NHS England to address a national shortfall of beds and will provide women from across Devon, Somerset and Cornwall with a specialist inpatient service, reducing the need to



travel large distances for care and treatment.

### **How to contact new mental health services for veterans**

NHS England has launched a mental health service to support and treat ex-armed forces veterans and service personnel who are approaching discharge. The newly commissioned £9million service – known as the NHS transition, intervention and liaison (TIL) veterans' mental health service – will give access to a range of mental health services across the health and care system for 17,500 people during the next three years.

Veterans and service personnel approaching discharge can either self-refer or request referral via their GP or mental health provider, or through a military charity such as Combat Stress, the Royal British Legion, Help for Heroes and SSAFA. An initial face-to-face assessment will be offered within a fortnight and, where appropriate, a clinical appointment two weeks later. To get in contact with the service in Devon, people can call 0300 365 0300 or email [awp.swveterans@nhs.net](mailto:awp.swveterans@nhs.net).

### **Follow-up report on Baytree House closure**

Healthwatch Torbay has published its report on the public feedback it received around the alternative services that have been offered since the closure of Baytree House in Torquay. Working with Torbay and South Devon NHS Foundation Trust, Healthwatch Torbay interviewed service-users, family members and carers to gather feedback on how they found the transition process from Bay House to alternative services. On the whole, the feedback was very positive, with some minor changes proposed and some recommendations made. The full report, which shows more details on key findings, is [here](#).

### **Mount Stuart Hospital 'requires improvement'**

The CQC report on Mount Stuart Hospital has rated it overall as 'requires improvement'. The Torquay site, inspected last September, has been rated inadequate for well-led, good for caring and responsive, and is rated as requires improvement for safe and effective. The full report is [here](#).

### **Pharmacy First Minor Ailments Service**

The CCG has taken over commissioning of Pharmacy First Minor Ailments Service via Patient Group Directions (PGD), with minor changes, until 31 March 2018. The purpose of the service, currently commissioned by NHS England, is to ensure that patients can access self-care advice for the treatment of specific ailments and, where appropriate, receive a prescription-only medicine under PGD rather than via their GP, out-of-hours provider or A&E. This is convenient for the patient, and frees up capacity in primary care and in urgent and emergency care services. The ailments covered are: conjunctivitis, urinary tract infection, impetigo and nappy rash. Further information on the treatment of these four ailments via these PGDs is [here](#).

### **Text reminder service: get the message**

Last year, more than 25,000 patients missed their hospital appointments in South Devon and Torbay, so Torbay and South Devon NHS Foundation Trust has launched a text message service to remind people about their appointments. It is hoped that the new initiative will reduce the number of patients who fail to attend their appointments, and help to manage clinic slots more efficiently, as early cancellation will enable reallocate of appointments to other patients. The cost of non-attendance at clinics is up to £170 per appointment, which is approximately £4million a year on missed appointments. Patients not wanting to receive a text reminder can let the Trust know by sending an email to [textno.sdhct@nhs.net](mailto:textno.sdhct@nhs.net) or calling 01803 656551 with their full name, address, date of birth and hospital number.

### **Public invited to clinical research open day**

The Horizon Centre at Torbay Hospital is holding an open day event on Monday 22 May, 3pm-7pm, where members of the public can learn more about clinical research in the NHS. There will be information stands, research staff on hand to answer questions, and the opportunity to take part in a fun research trial involving chocolate. There is no need to book, and a cream tea will be provided for those who attend. The aim of the day is to raise awareness of the local clinical research opportunities and encourage more people to take part in clinical research. More information on research and development in Torbay and South Devon is available [here](#).

### **BreastFeeding Friend campaign**

Lorraine Webber, the CCG's new deputy director of quality assurance and improvement (lead nurse), is backing Public Health England's BreastFeeding Friend campaign. As part of the campaign, there is a 24-hour Facebook messenger service providing personal support to new mums. Almost three-quarters of women start breastfeeding when their child is born, but this drops to 40 percent after two months. Public Health England recommends exclusive breastfeeding for the first six months.

Lorraine said: "By providing information, support and guidance, it will help mums make an informed decision about how to feed their baby. Of course, as well as being aimed at new mums, this campaign will be useful for the partner of a breastfeeding mum who would value some support." Further information [here](#).

### **Launch date for dance initiative announced**

A scheme to test dance as an intervention for falls prevention began on 24 April. Paignton GPs are invited to refer patients to the new initiative, which will be run by Dance in Devon, in association with Torbay Culture Board, Torbay and South Devon NHS Foundation Trust and the CCG. This project is one of four arts, health and wellbeing collaborations currently being developed, and is part-funded by the Arts Council. The programme will incorporate the FAME (Fitness and Mobility Exercise) protocol and run for 50 hours over six months. Further information [here](#).

### **Coverage on NEW Devon CCG's financial position**

A series of misleading and inaccurate stories regarding the finances of NEW Devon has been published online and across social media, based on an article published in the HSJ recently (4 May). It appears that this original story has been tampered with and is currently being circulated as a genuine story. NEW Devon has issued a public statement [here](#), which has also gone to staff, partners and providers.

## **And finally**

### **Week of treats for unpaid carers in Torbay**

If you know of any Torbay carers who would enjoy a few fun-filled distractions, please let them know that a wide range are being put on between 12-18 June to coincide with National Carers Week. The events include:

- Pitch-and-putt golf
- Local literary links and lunch
- 'Just Jhoom' – dance class
- Family history with Ancestry.com
- Design and paint your own scarf
- Virtual Jet Centre – Boeing 737 flight simulator
- Relax and unwind – Carers Aid and Brixham Carers Centre
- Taste of success – Healthy Lifestyles snack stand
- Torre Abbey treasure hunt, and garden visit
- Guided tour of the Houses of Parliament

All events are free for unpaid carers, but a small contribution towards transport is required for the Houses of Parliament trip. For further information, contact Signposts for Carers on 01803 666620, email [signposts@nhs.net](mailto:signposts@nhs.net) or visit [www.torbayandsouthdevon.nhs.uk/carers](http://www.torbayandsouthdevon.nhs.uk/carers).

### #takethetime and box clever

– from Healthwatch Devon

Have you seen this box? You will find them in libraries, GP surgeries, churches and Citizens' Advice Bureau offices near you, as well as community venues. They are part of a new project about social isolation and loneliness, reaching out to people who have something to say about loneliness. The project will encourage people to complete a short questionnaire postcard, giving their views on loneliness and what they think can be done to help people who are experiencing it.

So if you see one of our boxes, #takethetime and fill out a postcard. We've designed it so it doesn't take long to fill in, but people can call us on 0800 520 0640 if they prefer. They can also go online [here](#) to share their views and experiences. It's completely confidential.



### Previous Participation Updates are available on our website

[www.southdevonandtorbayccg.nhs.uk/get-involved/Pages/participation-update.aspx](http://www.southdevonandtorbayccg.nhs.uk/get-involved/Pages/participation-update.aspx)

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