

Patient Reference Group Meeting
Minutes
Colton Mill Medical Centre- Meeting Room
8th September 2014

Attendance	Name	Role
	Andrea Mann (AM)	Clinical Service Manager
	Lorraine Long (LL)	Organisational Manager
	Karen Cullimore (KC)	IT Manager
	Julie Beer (JB)	Lead Practice Nurse
	Ann Marie Johnson (AJ)	Year of Care Facilitator
	Jane Coello (JC)	PEG Member
	Christopher Coulson (CC)	PRG Member
	Mabelle Johnson (MJ)	PRG Member
	Bill Mecrete Butcher (BM)	PRG Member
	Adrian Strain (AS)	PRG Member
	Thomas Collins (TC)	PRG Member
	Stuart Green (SG)	PRG Member
	Michael Dickenson (MD)	PRG Member
	Vee O'Brien (VB)	PRG Member
	Harry Heaton (HH)	PRG Member
	Linda Heaton (LH)	PRG Member
Agenda Item	Discussion	Action
1	Introductions <ul style="list-style-type: none"> • New members were welcomed to the Patient Reference Group (PRG). • Apologies for speakers Chris Bridle and Diane Burke who were unable to attend the PRG meeting. • There are now over 60 patients on the PRG database. • AM explained to the new members that we have 	Send copy of CCG information leaflet to new members

	<p>approx. 10 members to each meeting to attend for 6 months. 11 members attended this PRG meeting.</p> <ul style="list-style-type: none"> • AM explained that the aim of the PRG was to improve patient services and to discuss new services with the group. AM informed the group that due to short time scales for some services, it would be difficult to consult with members all the time. • Ground rules were discussed and agreed. Members had all received the ground rules prior to the meeting except one member. Apologies were made to TC. • A member of the group asked about the PRG being practice led or national. AM explained that most practices have their own PRG and there are now local and national PRG's. • AM explained the process for agreement of the PRG minutes after the meeting. 	<p>AM informed the members that the minutes are circulated via email unless members requested a copy in the post. All members to agree with minutes before uploading onto practice website and reception notice board.</p>
2	<p>Clinical Commissioning Group (CCG)</p> <ul style="list-style-type: none"> • AM gave a brief overview of the CCG after a request from member AS who was new to the group. • Leeds South and East CCG website http://www.leedssouthandeastccg.nhs.uk • An alternative Guide to the NHS in England animation video from the Kings Fund is available on http://www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england 	<p>AM to send out further information on CCG</p> <p>Members of the group to watch the video and review the CCG website if computer available to access at home or local library for further information prior to next PRG group</p>
3	<p>Diabetic Services</p> <p>Diane Burke from Public Health sent her apologies so AJ gave an overview of what she had proposed to discuss.</p> <p>DB is involved in looking at the diabetes services in Leeds and would like to involve patients in the journey through diabetes care. A meeting is being held at the Leeds Shine at Harehills on the 8.10.14 for members wishing to attend.</p> <p>LH asked if there was any information for carers of diabetic people. Information can be gained from website from diabetes UK. Leeds Diabetes booklets available from practices can be given to carers.</p>	<p>Members wishing to attend took a flyer with details of meeting</p>
3	<p>Year of Care (YOC)</p> <ul style="list-style-type: none"> • AJ introduced herself to the group and updated everyone on her role as Year of Care Facilitator and 	<p>AM and JB to review patient feedback about YOC</p>

	<p>involvement with the CCG and the practice. AJ provided an overview of YOC to the members.</p> <ul style="list-style-type: none"> • Year of Care (YoC) is about improving care for people with long-term conditions (LTCs) in the NHS. It is about putting people with LTCs such as diabetes firmly in the driving seat of their care, and supports them to self-manage. It transforms the diabetes annual review into a constructive and meaningful dialogue between the healthcare professional and the person with diabetes. • The YoC sets out to demonstrate how routine care can be redesigned and commissioned to provide a personalised approach for people with LTCs and has successfully done this using diabetes as an exemplar in three pilot sites: Calderdale and Kirklees PCTs; NHS North of Tyne; and Tower Hamlets PCT. • AM informed members what they hoped to achieve using the YOC approach at the practice which included: Care planning for patients with diabetes to start with and to roll out to all patients with long term conditions in the near future, patient involvement, Improved clinical outcomes, including blood pressure and diabetes control, improved experience of care and changes in self-care behavior after patients receive their results before their next appointment. • Further information about the Year of Care can be found: <p>http://diabetes.org.uk/Professionals/Service-improvement/Year-of-Care/</p> <p>www.yearofcare.co.uk</p> <ul style="list-style-type: none"> • AM updated the members that Colton Mill MC and the Grange MC are early implementers for YOC and have started in September 2014. The lead practice nurse JB will start informing patients at their annual reviews about YOC • Members of the group felt that it was a positive improvement for patients with diabetes and were keen to roll it out for patients with all LTC. • One member of the group shared their experience about how clinicians can support patients who are 	<p>Members of the group who will be involved in YOC either as a patient or carer to feedback to the group about their experience.</p>
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	<p>unable to read or write with their results letter. Another member made suggestions how to address the issue with patients about reading their results and writing their care plans if they are unable to read or write.</p> <ul style="list-style-type: none"> • There was a discussion with the members about improving the process for reviews with patients with Learning Disabilities and hard to reach patients. • AM updated the members about the current process for diabetic annual reviews and the problems experienced. AM felt that implementing YOC for patients would be seen as positive but recognised that it is early days and would need to be reviewed and evaluated over the next few months. • A member of the group raised their concerns about YOC taking additional time in clinics when nursing appointments were already limited. AM and JB agreed that YOC would likely take longer but would hopefully improve health outcomes. 	
5	<p>Bowel screening</p> <ul style="list-style-type: none"> • It was agreed to discuss bowel screening at the next patient reference group meeting • Bowel screening Champion to be identified from practice • Bowel screening display to be developed at the practice to review with patients at the next meeting 	<p>AM to add to next agenda and invite bowel screening champion from the practice to attend (Sarah Hewitt)</p> <p>SH to develop a practice display in reception for bowel screening</p>
6	<p>Patient Involvement</p> <ul style="list-style-type: none"> • AM updated everyone that two members of the group MJ and BM will be attending the practice nurse conference on the 10th September to share their experience of their involvement with practice nurses • MJ and BM also attend the CCG locality PRG meetings across the city • Since the meeting, members of the group have been asked to be involved in the Saturday Flu clinics to assist with patient coordination, completion of questionnaires and to be able to share patient's views on flu clinics. 	<p>MJ and BM to feedback to group at the next PRG meeting</p> <p>Members of the group to inform AM if they wish to be involved in the flu clinic</p> <p>Patients to inform AM if they wish to attend on the day of the practice CQC inspection.</p>

	<ul style="list-style-type: none"> • Since the meeting, Members of the Group have been invited to attend on the day of the practice Care Quality Commission (CQC) inspection to share patient's views with the inspectors. • Since the meeting, member AS has contacted AM to ask about discussing mental health services at the next PRG meeting. Arrangements have been made for AM and AS to meet to organise AS involvement in this session. 	<p>AS to facilitate the session at the PRG on Mental Health Services for patients at the practice</p>
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Next Meeting dates

Monday 17th November 2014 at 6pm at Colton Mill MC