

NORTH COLCHESTER HEALTHCARE CENTRE
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 31st January 2017

Attendees: Matt Farrell, Yaa Dankwa Ampadu-Sackey, Leila Priscott, and Michelle Futter

Absent with apologies: Jean Wilson, Nick Chenery and Kathleen Cini

In Attendance: Tony Saunders, Operations Supervisor, Urgent Care NEE Out of Hours

Chair: Yaa Dankwa Ampadu-Sackey

Minutes: Yaa Dankwa Ampadu-Sackey

Agenda Item	Notes	Owner	Action / Update
1.0	Welcome and Introductions: The Chair welcomed everyone to the meeting, particularly Michelle Futter who attending the meeting for the first time in her capacity as Deputy Practice Manager.	PPG	All to note
2.0	Introduction and Background: Michelle Futter (MXF) introduced herself to members and spoke briefly about her professional background and journey to the NCHC. Members welcomed her and expressed their keenness to have a close working relationship with her.	MXF	All to note
3.0	Out of Hours GP Service (Overview of the service and Q&A):		

	<p>Tony Saunders, the Operation Supervisor from Urgent Care Out of Hours Service (“OOH”) accepted our invitation to speak to members about how the service operates.</p> <p>Tony explained that the service is commissioned by the North East Essex CCG through a contract with Care UK. Care UK is the largest independent provider of health and social services in the UK; running care homes, GP’s surgeries and out of hours units and prison medical services. The service operates to provide patient access to a GP, advanced nurse practitioner (ANP) or urgent care practitioner (UCP) when their own practice is closed (i.e. bank holidays, weekends and evenings).</p> <p>Access is gained by telephoning 111. The call handlers for the 111 service take patients through a computer prompted set of questions, the answers provided are then tested by the software algorithm to identify whether the patient should be seen by the out of hours service, the algorithm is weighted towards caution resulting in more patients being directed to out of hours than is needed.</p> <p>Patients referred to the out of hours service are triaged by telephone from a Doctor, ANP or UCP. This may result in either the patient being seen at the Healthcare Centre by a doctor, ANP or UCP, although a UCP cannot deal with patients under the age of 5, the very elderly and they cannot confirm death. 50% of referrals to out of hours results in a face to face consultation and 20% of these may actually be a home visit. Home visits are conducted by either an ANP or a doctor and UCP. A fleet of cars are maintained with additional vehicles hired when required.</p>	<p>TS</p>	<p>All to note</p>
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	<p>The out of hours service is not a walk in service, although patients presenting at the base will be seen. There are certain medicines held in stock at the base stations, and a UCP can only prescribe these. ANP's and doctors can prescribe as usual.</p> <p>The essence of the talk was to educate members of the distinction between the OOH and the WIC and to use the appropriate service when the need arise. Tony was thanked taking time out to meet with the group and for the excellent presentation.</p> <p>Tony agreed to send an e-copy of the presentation to YDAS for circulation of all members.</p>	TS	YDAS
4.0	<p>Minutes of the last meeting: Minutes of last meeting were held on 13th December 2016 was approved.</p> <p>Matters Arising:</p> <ul style="list-style-type: none"> • MF reported that he is yet to finalise work on the pop up stand with KC. He mentioned that he will confirm with KC whether the publicity department would be responsible for designing the pop up stand. YDAS reminded him that the content of the design had been agreed by members at the last meeting. MF will therefore follow up and present an update on the pop up stand at the next meeting • It was agreed that MF will send a pdf version to KC which will be posted on the NCHC website but this is yet to be done. • MF informed us that he is yet to make progress on the newsletter with KC 	<p>PPG</p> <p>MF</p> <p>MF</p> <p>MF</p>	<p>All to note</p> <p>MF/KC</p> <p>MF/KC</p> <p>MF/KC</p>
5.0	<p>Proposed changes to Urgent Care YDAS informed members that she attended the NEECCG</p>		

<p>6.2</p>	<p>contact him any further as he may no longer be interested.</p> <p><u>Attendance at the health forum and other event:</u> YDAS briefed members on the matters discussed on the Health Forum Meeting on 25th January. She also informed members about her attendance at the PPG Liaison meeting on 16th January. She said she had taken cue from other PPG's who used local media to publicise their groups and would make some enquiries about doing same and report to the group accordingly.</p> <p>She reported that the chairman of the meeting made reference to the RGCP publication warning of pressures at the GP surgeries during the winter. He asked all PPG's to report back at the next meeting with figures on waiting times from their individual surgeries. She then requested MXF to help collate the information. She added that because NCHC 'houses' the OOH and the WIC the chairman asked if she could also report on waiting times at these services. She asked TS for the information on the waiting times at the OOH and he promised to get back to her on this.</p>	<p>YDAS</p> <p>YDAS</p>	<p>All to note</p> <p>TS/MXF</p>
<p>6.3</p>	<p><u>Notice board update</u> In NC's absence issues under this heading were not discussed.</p>		
<p>7.0</p>	<p><u>AOB and Next Meeting:</u> <u>AOB:</u> YDAS suggested that we reconsider the frequency of the meetings and it was unanimously agreed that the meetings are held every other month. She proposed Thursday evenings at the days for the meetings and this was agreed by all members.</p> <p>MF suggested that we could hold an outreach/information</p>	<p>PPG</p>	<p>All to note</p>

	session in the month that we do not have a meeting. This was agreed by all members. <u>Next Meeting:</u> Thursday 2nd March 2017, 7pm at NCHC.		
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