**Newcastle Gateshead Clinical Commissioning Group**

**Patient Forum**

**7th May 2015**

**Minutes**

**Attendees:**

Martin Bell (Chair) Denton Turret Medical Centre

Susan Wilson, Practice Manager, Cruddas Park

Ron Thomas, Patient Representative, Cruddas Park

Mary McMahon, Patient Representative, Cruddas Park

Margaret Thomson Patient Representative, Denton Turret Medical Centre

David Forrester, Patient Representative, Denton Turret Medical Centre

Suzy Ballantyne, Patient Representative, Denton Turret Medical Centre

Honour Cowling, Patient Representative, Denton Turret Medical Centre

William Lynn, Patient Representative, Parkway Medical Group

Alan Rakison, Patient Representative, Roseworth Practice

Michael Thomas, Patient Representative, Roseworth Practice

Mandy Curtis, Throckley Primary Care Centre

SH, Patient Representative, Westerhope Medical Centre

Christianne Ormston, Newcastle West CCG

Guy Pilkington, Chair, Newcastle West CCG

Edward Riddell, Medical Student

**In attendance:**

Heather Harrison (minutes)

Lynda Seery, Public Health

Andy Watson, Pharmacist, Whitworth

Sarah Tulip, Medicines Optimisation, NECS

**Apologies:**

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| **Item** | **Minutes** | **Action** |
| **1** | Martin Bell welcomed everyone and thanked all who had attended. He advised that this was the first of the new venues to be tried out, and invited feedback from the group at the end of the meeting. Once all of the new venues have used, the best option for future meetings would be agreed. |  |
| **2** | **Minutes of the meeting of the 5th February 2015**  The minutes of the previous meeting were agreed as a true and accurate record of the meeting. All of the actions from the minutes were then picked in the remainder of the meeting.  There was a discussion around the use of full names of patient representatives within the minutes of the meetings. It was agreed that if people would like to have their names removed and initials used for recording purposes, then please indicate to Heather Harrison and this can be done. | **All** |
| **3** | **You Said, We Did**    **General update**  Christianne Ormston advised that the comments and input of the group has been taken on board, so that the theme of the meeting was the role of the pharmacist in the Community, in line with the groups’ wishes. She also advised that the number of speakers had been reduced with additional time added in for discussion, as requested by the group.  Carers Conference - Christianne Ormston advised that a Carers Conference took place on 25 February 2015, for organisations that supported carers in their role, including primary care, secondary care, voluntary and community organisations, education, and also included SH and David Forrester, who were there in their role as patient representatives.  The event was very well attended and included presentations, a theatre workshop by Open Clasp, a film by young carers and workshops in the afternoon.  A short film was made of the conference which was shown to the patient forum.  Christianne advised that the key issues emerging from the workshops had been written up into a draft final report. This report was currently being finalised but would be brought to the next Patient Forum. It would contain a series of practical actions for organisations to take forward. The findings from the day were also feeding into a specification for a new Carers service for Newcastle.  Deciding Together engagement on mental health - Three public feedback events took place in April to update interested stakeholders and members of the public on what was heard during the listening phase. SH advised that they had attended one of these events and it was positive. The feedback reports on these events were made available at the meeting and are also available on the website.   Also during April, two workshops attended by members of the Mental Health Programme Board were held to start to look at building the scenarios for change.  Once scenarios have been developed, a formal public consultation period will take place, likely to be in July. The Patient Forum would be kept updated on this.  Technology will increasingly have a role to play in supporting people to look after themselves. There are already a significant number of Telecare initiatives, with providers like your homes Newcastle (YHN) offering a range of technology that helps keep people safe. There are a number of local examples where remote monitoring for people with long term conditions, such as respiratory disease, can help improve supported self-care. We need to learn from these examples and will be exploring how best to use these new technologies.  Commissioner Visits 2015 - Visits are due to take place throughout the year across Newcastle and Gateshead and some visits will include representatives from patient groups. Induction sessions for the patient representatives are planned for June and August. From the Patient Forum, Suzy Ballantyne and David Forrester would be attending.  Urgent Care – The group was advised that further engagement was planned later in the year around Urgent Care, building on the previous engagement on Walk in Centres. |  |
| 4 | **Patient Forum Planning Sub-Group Feedback**  David Forrester updated the group on the last meeting of the planning sub-group, advising that there was agreement that the last meeting of the Patient Forum had been a bit crowded with too many speakers on the agenda and not much chance for discussion; it was felt there was too much information to take in, within the time allowed. It was therefore agreed that future meetings would be focused on one presentation or speaker if possible and include time for discussion. David Forrester also advised that he had attended the patient leaders course along with SH, and found it enjoyable as it was a chance to see how to develop people to influence change. He had also been invited to become part of a research group, so more updates will be brought to the meeting when available. |  |
| **5** | **Themed Discussion: Pharmacists**  Lynda Seery and Andy Watson attended to update the group on Pharmacists and give an overview of the journey to Healthy Living Partnerships (HLP). Newcastle has 65 pharmacies across the city, 30 of which have expressed an interest in becoming an HLP; there is no financial incentive for them to take part but pharmacies recognise the value in becoming accredited A panel is being established to award to successful candidates when they are decided.    **Q and A session**   1. What can we learn from and share with each other?   This is being informed for the benefit for the whole community.   1. How do we get people to go to a pharmacy instead of a GP?   There is a need to see what is offered by a pharmacy as often people do not know what can be done there. Change is hard to manage.   1. Why can’t this be mandatory for pharmacies?   There are a lot of costs involved, to train and offer leadership to pharmacy staff/ There is no financial incentive apart from being an accredited practice, but pharmacies see the value. Pharmacies choose to take this on, but it comes with challenges as builds on the standard service offered. The Public Health Team will look to work hard to ensure that as many pharmacies as possible join the scheme.   1. If the pharmacists are busy dispensing, how realistic would it be for the pharmacies to always be able to offer these additional services?   Andy Watson advised that in his pharmacy, the Healthy Living Pharmacy was adopted early on, so the resources in the shape of a Healthy Living Champion have been put in place to ensure that there is someone available at all times. It does take additional work, and his pharmacy have put stipulations relating to the HLP scheme into their career advancement programme, so there are personal incentives for the pharmacists.  There was a discussion around the queues relating to dispensing and collecting prescriptions and it was felt that electronic prescribing could help.   1. When patients are on long term medications, and new improved medications come onto the market, how do the doctors and pharmacists communicate in relation to this?   Andy Watson advised that if a pharmacist thinks a patient would benefit, they would speak to the prescriber first, and would be very careful about their role in the discussion. There was a recognition that the relationships between prescribers and pharmacists could be improved. It was also noted that any new medicines needed to be approved by NICE at a national level, then the medicines optimisation teams would get involved before any discussion at a practice level. A medicines optimisation committee meets to consider new medicines, as when NICE recommend new medications, there is a 90 day window to make it available. For other medicines that are not nationally mandated, a local decision will be made.  It was also noted that all practices have pharmacy advice in house and some will employ pharmacists themselves.  How are you going to get people to go to the new pharmacies?  The focus of the scheme is around promoting extended services within existing pharmacies, via raising awareness through communities. However it is appreciated that it’s not on many peoples’ radars at the moment.  It was commented that this would be a big change for people, as they won’t initially understand what a Healthy Living Pharmacy was and which wasn’t.   1. Could you deliver a service to a healthy person?   Yes, there are services related to Healthy Living Pharmacies which could help such as losing weight and stopping smoking. |  |
| **6** | **Any other business**  Future themes for meetings were discussed and it was decided that the following would be on the agenda:  Urgent care – September 2015 meeting  PPI – November 2015 meeting  Substance misuse/abuse – February 2016 meeting  Cancer care – May 2016 meeting |  |
| **7** | **Date of next meeting:**  The next meeting of the Newcastle Gateshead CCG Patient Forum will be held on Thursday 3rd September 2015 from 2pm – 4.00pm venue to be confirmed |  |