

Patient Participation Group Event
Tuesday 16 January 2018
Corn Exchange, Devizes

We were really pleased to have over 30 members representing 13 different practices across Wiltshire attend the PPG event held on Tuesday 16 January 2018. It was lovely seeing so many of you at the event, especially as some members were struck down with illness and unable to come, and it was also wonderful to welcome some new members on the day.

Christine Reid, Lay Member for patient and public involvement at Wiltshire CCG welcomed members to the event at the Corn Exchange in Devizes.

Sarah MacLennan, Associate Director, Communications and Engagement for Wiltshire CCG started the morning and gave an update on local health services in Wiltshire.



Sarah spoke about the winter pressures that we are currently seeing across the county and told members about a new initiative to help ease these pressures - a Wiltshire Integrated Control Centre, based at Chippenham Community Hospital.

Wiltshire CCG, working with Medvivo and Wiltshire Health and Care, operates the centre along with support from Wiltshire Council. They work together looking at all available capacity to support patient discharges from the Acute Hospitals, Community Hospitals and Intermediate Care beds.

This has enabled a whole system view of those patients waiting for a health discharge, with the team working closely with all inpatient areas, as well as care homes and domiciliary care providers.

Winter pressures are also affecting hospitals, and to help understand the operational pressures they face, each acute has an internal Operational Pressures Escalation Levels (OPEL) system. OPEL has four different levels, which are:

OPEL 1	meeting anticipated demand within available resources
OPEL 2	starting to show signs of pressures
OPEL 3	experiencing major pressures
OPEL 4	pressure continue to escalate

This system alerts hospitals on how winter is affecting them by flagging up problems early on, allowing plans to be put in place across the whole health system to tackle the issues.



One of the those pressures still affecting the health system as the moment is the flu virus, and Sarah highlighted that it is still not too late to have the flu vaccination to protect yourself and your family and friends against the virus, especially as we are seeing increasing flu levels this year.

The Prescription Ordering Direct (POD) service was discussed and this offers patients the option of ordering their repeat prescription from the comfort of their own home, and overall the scheme has been running well.

During December 2017 it was agreed with those practices offering the POD service, that patients could be prescribed two months' worth of their medication in order to cover them over the festive period. This meant that calls with patients took slightly longer and callers to the POD had to wait longer than usual for their call to be answered resulting in a backlog, which was difficult to manage.



The service is running better now as more call handlers have been taken on. We will be presenting about the POD at our next event (date to be confirmed), so in the meantime if you want to know more about the POD service have a look on our [website](#).

Carillion's collapse was front line news around the time of this event and Sarah explained the services this company was contracted to provide which included: essential maintenance, catering, cleaning and portering services. Trusts within Wiltshire that have contracts with Carillion have contingency plans in place to enable them to maintain safe, high quality services for patients going forwards.

Sarah finished her presentation by sharing information about upcoming campaigns that we are promoting which include; ACT F.A.S.T, Be Clear on Cancer and Missed Appointments. Keep an eye out for the promotional materials that will be sent to your practices over the coming weeks.

You can also visit the [campaigns section on our website](#) to find out more and download resources to display in your practices.

Emma Higgins, Quality Lead at Wiltshire CCG presented next and spoke about supporting carers in your practice.



Emma highlighted that many people who provide essential caring support to a relative or friend don't recognise themselves as a carer. To them, caring is simply an extension of their role as husband, wife, child or sibling, although the balance in that relationship may have changed dramatically.

Carers provide a valuable service to the people they look after and society in general, but tend to neglect their own health as a result of their caring responsibilities - and up to 40% of carers suffer from psychological distress or depression.

Despite their vulnerability, relatively few carers are acknowledged until a crisis occurs when they can no longer manage or become ill themselves. If carers fail to recognise themselves as such, how can practices identify them and when they are identified – what support can they offer?

We are lucky in Wiltshire as many of our surgeries already recognise the value of carers through the Wiltshire Carers Accreditation scheme. Many carers form a significant and valuable part of a surgery's patient list but they can be overlooked.

We want to work with you to reverse this situation and to help practices identify those patients with caring responsibilities at an early stage, so that they are recognised as a carer and their value is acknowledged and they can be informed of support services.

Carers know the people they care for better than anyone else and this can be extremely useful in planning patient care, and identifying problems that may require intervention.



Emma then asked what could PPGs do to help support practices in recognising and informing carers.

You all gave some fantastic feedback from your table discussions about how PPGs could identify and support carers in your practice and on carers in general.

Here's some of your comments:

- When supporting events for carers – the event should be holistic and include representation from other organisations, such as Citizens Advice Bureau.
- Carers Support Wiltshire was highly praised.
- Most agreed the biggest challenge was how to reach all of the carers in a community.

It was agreed that 'are you looking after someone?' Or 'if you look after people' were better terms to use than asking someone if they are a carer

- Coffee mornings are a great idea but not all carers can attend, due to their caring responsibilities.
- There are many different types of carers; children, caring for parents, caring for children, caring for partner – these groups are not always represented.
- Display more information in practices to support carers and use the TV screens in the waiting room to signpost.

3 practices in Chippenham trialled an event for young carers in a local café with help from Carers Support Wiltshire.

It was a big success – some of the young carers became friends.

The PPGs are planning to work with other practices to plan more events for young carers.

- Identifying carers was difficult – not everyone considers themselves a carer and wouldn't want that label.
- An MOT run by surgeries for carers was suggested – to solve issues around carers neglecting their own (physical and mental) health.
- Introducing a sitting service – to support carers so that they can attend appointments and not leave the person they care for alone.

Have a 'one stop shop' event with charities in attendance to advise carers of the support available to them.

Needs to be accessible so that carers could bring the person they support along.

We have listed below some other useful suggestions to help you support your practices in identifying and support carers:

Ways to identify carers

- Does your patient questionnaire include a question asking if they 'look after' or 'help' a friend or relative.
- You could put notices in the practice newsletter and waiting room as well as leaflets in languages other than English for ethnic minority groups.
- The annual flu vaccination campaign is a good way to encourage carers to come forward. This is also a good method to identify a carer who is looking after someone not registered with your practice.
- Ask reception staff to hand out leaflets to patients who request repeat prescriptions or appointments for other people.
- Who accompanies patients to surgery appointments and who else is there when visiting a patient's home? This may be a way to also identify young carers.
- Patients with certain conditions, such as dementia, Parkinson's disease, MS, stroke, severe mental illness or disability may rely on carers – you can have an awareness event which will help identify carers.

Ways to support carers

- Develop links with local carer agencies and illness-specific groups (stroke, MS, head injury, Parkinson's) to signpost carers to appropriate sources of support.
- Obtain leaflets and posters about local carer support for the waiting room.
- Write updates for the practice newsletter.
- Keep the surgery up to date with developments in carer support both locally and nationally.

The event ended with a group discussion to give you the opportunity to raise any concerns or ask questions.

One issue you raised was that many of the PPGs are not representative of their population, especially younger members. Some ideas that were suggested were contacting the local school and youth groups, such as Guides to gain young members.

It was flagged that many people are unable to attend PPG meetings held during working hours, due to responsibilities such as work, childcare etc. Alternative methods of engagement were suggested by members, such as online interaction through email, social media or private Facebook page.

You asked on what was the intended relationship between the CCG and PPG and Christine replied that we want to communicate everything the CCG is working on to patients, to gather feedback and to provide you with networking opportunities so you can learn from each other.

You have requested that we provide information during our 'Update on local health services' item on how the CCG is doing against its Key Performance Indicators to help measure whether the PPGs are helping and how we are performing against the rest of the country. We will include this information in our update at future meetings.

You said – Medvivo did!

Liz Rugg, Director of Operations for Medvivo came to our event in October and talked about the new urgent care model for Wiltshire.

These plans include the development of a new locally managed 'clinical hub' bringing together GP out of hours and 111 services. The clinical hub will be Wiltshire based and where necessary 111 callers will be able to talk to a team of experienced health professionals who can collectively make clinical assessments, give advice and arrange urgent care if required.



Callers to 111 will be required to listen to a short series of options, to help direct them to the right team according to their reason for calling. Liz invited PPG members to give their thoughts on the ordering of the options and also on the wording that callers would hear.

Liz has now met with PPGs in Swindon and Bath and also with the clinical governance group supporting the mobilisations and the agreed order is:

1. Dental
2. Repeat medication
3. New or worsening symptoms
4. Call back regarding a call that has already taken place that day

The feedback that you provided was really useful and it meant that they moved the symptomatic option (number 3) up from the original proposal where it was number 4.

There are still working through the wording callers will hear, and are proposing the following:

1. For dental pain or other dental symptoms press 1
2. For repeat prescription queries only press 2
3. If you are calling about symptoms that are new or getting worse then please press 3
4. For all other enquiries press 4

If you do have any feedback on the script it would be greatly received! Email tracy.torr@nhs.net



Your feedback on the event

Many of you took a few minutes to share your thoughts and gave us comments on the event which we will use to inform us how we run these events in the future.

1. Overall, how do you rate the effectiveness of this event?

Very Good	Good	Average	Poor	Very Poor	Total
5	18	3	0	0	26

Most of you are still finding the events beneficial, which is wonderful news to hear. We will keep the event in its current format as this style seems to work for most attendees but will make it more focused to encourage more members to attend.

2. How do you rate the following aspects?

Presentations

	Very Good	Good	Average	Poor	Very Poor	Total
Welcome	15	10	1	0	0	26
Update on local health services	8	13	5	0	0	26
Supporting carers in your practice	10	16	1	0	0	27
Group discussion - carers	6	21	2	0	0	29
Close	3	16	1	0	0	20

Some feedback commented that it would have been useful on having someone from Carers Support at the meeting as well – we will invite someone along at future events when we are talking about charities or voluntary organisations to input into the discussion.

Venue

	Very Good	Good	Average	Poor	Very Poor	Total
Facilities	9	16	1	0	0	26
Accessibility	8	14	3	0	0	25
Lunch and refreshments	8	15	0	0	0	23

At times when the air conditioning kicked in the room did become chilly – we apologise if anyone of you got too cold and will consider this at future events.

3. How would you rate the following statements?

	Agree	Disagree	Not Sure	Total
I had plenty of opportunities to share my views during this event	27	0	0	27
My views were listened to	27	0	0	27
I have new ideas that I can share with my PPG group	25	1	0	26
I would recommend the annual PPG event to others	26	1	0	27

We were delighted that all of you who completed a feedback form felt that they have plenty of opportunities to be heard at the event and that your views were listened to. It is also encouraging that many of you are taking away new ideas that you can share with your group and you would recommend the event to others. We are disappointed to hear that a PPG member didn't hear any new ideas to share with their group and that a member wouldn't recommend the event to others – we hope to change their views at the next event with an exciting agenda to tempt them along.

General comments

This is a great way of keeping up with new developments, interesting topics and speakers. We want to keep you informed about what is happening at the CCG and will use this forum as an opportunity to update you on what is happening locally and how we compare against national targets.

We want this to be your event and would love to hear from you about what you would like to have presented on at future events.

Timing of the day better from our point of view.

We appreciate that it can be very difficult to attend events, especially at the early starting time when you have a distance to travel. Going forward we will start the event with registration from 10am with the main event starting at 10.30am to allow for people to attend who have further to travel.

Useful networking opportunity – but meetings always Devizes based.

One of the aims of these meetings is to provide networking opportunities for PPG members and it's great to hear that this is successful. The meetings tend to be based in Devizes as it is central to Wiltshire, but we do appreciate for some members it is quite a distance to travel. A proposal that we will consider is holding one event in the South and another in the North of the county.

