

## Summary of the Umbrella Group Meeting 15<sup>th</sup> May 2019

The meeting was smaller than expected with the Rame, Launceston, Tamar Valley, Rosedean House, Oak Tree, Port View and Saltash Health Centre PPGs represented, plus NHS Kernow representatives.

### Actions carried over from previous meetings were reviewed

- One of these related to 'did not attend' (DNA) figures. The of Tamar Valley Health representative reported that further analysis of the practice's figures showed that the majority of DNA events related to nurse and phlebotomist, rather than GP appointments. This seems to have been the case in at least one other practice represented at this meeting. A discussion followed relating to why this might be. It was thought that promoting the good aspects of attendance and encouraging patients to actively cancel appointments they no longer required may help.
- Regarding discussions and possible collaboration with St Austell PPG, which is outside our locality, it is still hoped that a representative may join one of the Umbrella Group meetings later in the year.

### Guest speakers included:

- Neil Parsons (Strategic Manager Kernow Health East) who provided an update on the 5 year plan and GP contract, which will bring substantial new investment and the introduction of more clinical pharmacists over time, as well as the planned Link Workers, associated with the Social Prescribing initiative. Other initiatives include improving the medicine review/usage process and aiming for better cancer diagnosis. He also explained that SE Cornwall was now part of a large Primary Care Network comprising over 100,000 patients. The idea of a network is to improve collaboration and use of resources. That said, this network is considered to be a local collection of clusters (now referred to as *neighbourhoods*) on a practical level.
- Frances Tippett (Lead Personal Care NHS England) spoke about how she and her team are talking to patients groups, and others, with a view to improving the way personal care is delivered by putting the patient at the centre of the care, not the condition(s) they have. The aim is to bring together the organisations providing the services and support so that there is a more 'joined up' approach, which is still not really happening at present.

### PPG Updates since the last Umbrella Group meeting

Each PPG represented reported back on its activities during this period. See below for the Port View report delivered at this meeting – we've been busy!

### AOB

In other business several representatives said their practices were currently migrating to the EMIS IT System, which Port View has been using for some time. Eventually all practices will use this system so that they are able to communicate more easily, where appropriate.

## Port View PPG Report for Umbrella Group Meeting 15<sup>th</sup> May 2019

It's been a busy time since 20<sup>th</sup> March Umbrella Group Meeting.

### 1. Digital Champions

On 3<sup>rd</sup> April a course organised by Cornwall Council was held at Saltash Library. This was attended by PPG members from several practices in the locality, including me (Angie Fisher). Julie Rodgers of NHS Kernow was also present. Although the idea was that we should go back and immediately put an action plan in place for our respective surgeries, I haven't followed up on it yet at Port View. Now that some other things are out of the way, I will be reviewing the course materials and discussing with the rest of the group and the practice to see how we might be able to help more patients use online facilities. It's interesting to note that there is a perceived link with online access and Social Prescribing.

### 2. Collaboration has been key to most other things we have been involved in and we have been encouraging relevant organisations to come to speak to local residents, where possible.

#### a) Saltash Health Centre

Lisa Dennis and Angie Fisher meet regularly with the Chair and Vice-Chair of SHC to keep abreast of common areas of interest and to see how what we do can benefit the wider Saltash area. We all try to attend other meetings and workshops when we receive invitations.

#### b) Social Prescribing

In this regard, we have:

- Attended a meeting at Quay Lane with SHC, Quay Lane and Rame representatives; Julie Pollard (Social Prescribing Co-Ordinator, Volunteer Cornwall) came to speak to us as a cluster.
- As a U3A member, I invited Laura Chapman (our local Volunteer Cornwall Community Maker) to speak in the Community Slot at our February meeting; our members were very interested in what she had to say and several spoke to her in the tea break.

#### c) Community Services, including the future use of St Barnabas Hospital.

- Lisa, Peter, Sarah and I attended an initial meeting at Saltash Town Hall. This was to start discussions with the intention of follow up workshops and decisions for how to develop the services in the Saltash area. The next workshop is scheduled for 29<sup>th</sup> May.
- Again, in conjunction with the U3A, I was fortunate enough to get Kate Mitchell (Programme Lead, NHS Kernow Clinical Commissioning Group) to speak during the April Community Slot to give our members an update on the public consultation taking place in Saltash. Once again Kate was very popular and spoke to many people individually in the tea break.

d) **Saltash May Fair**

We decided to have a stand at the fair to talk to people about the work of PPGs and again collaborated with SHC. We also invited Laura Chapman from Volunteer Cornwall and NHS Kernow (Shaping Our Future) to join us on the day as a means of 'public consultation'.

Sadly Laura wasn't able to be there as she was away, but Ben Mitchell (Events Officer, NHS Kernow Clinical Commissioning Group) booked the stall next to us. He arrived with a pile of 'Have Your Say' cards, free pens and fridge magnets. He was very pleased with the day, spoke to lots of people and went away with lots of written comments, but no pens or magnets!

SHC volunteers worked on a rota, organised by their Chair, to help Lisa and I; we were there all day.

We also ran a raffle to try to recoup our costs, which we did umpteen times over. We could not have done this without two of our PPG members (Margaret and Marie). They said they wanted to work on the raffle and we thought they were coming for an hour or two. Not so, they were on a mission and stayed all day – they were brilliant!

Angie Fisher  
Vice-Chair, Port View PPG