

Patient Reference Group Network

Thursday 25 April 2024, 1- 2pm

Virtual meeting via Microsoft Teams

Minutes

Attendees

Representatives from the following practices, listed by Primary Care Network (PCN)

<u>Spen Health & Wellbeing</u> Parkview Surgery	<u>Tolson</u> Almondbury surgery
<u>Greenwood Network</u> The Grange Lindley Group Practice	<u>Viaduct</u> Newsome surgery New St & Netherton
<u>Three Centres</u> Calder View Surgery North Road Suite	

Apologies

Patients representing the following practices gave their apologies:

Albion Mount; Blackburn Road Medical Centre; Brookroyd House; Elmwood Family Drs; Greenway Medical Practice; Grove House Surgery; Kirkburton Health Centre; Meltham Group Practice and Westbourne Surgery.

Representatives from Kirklees Health & Care Partnership (KHCP):

Dr Khalid Naeem - Chair
Zubair Mayet (Engagement Manager)
Francesca Pendino (Quality Lead)
Julie Oldroyd (Transformation Senior Manager – Community)
Chris Nicholls (Primary Care Manager)
Lindsay Greenhalgh (Head of Medicines Optimisation)
Judith Churley (Primary Care Support Officer)

Welcome

All attendees were welcomed to the meeting.

2. Feedback from GP practices

Francesca thanked members for their practice updates which are presented on the slides (attached with these notes).

3. Kirklees Home First Discharge

Julie Oldroyd presented the Home First Discharge pathway which is described on slide 9 (see accompanying slides).

When a patient is ready to be discharged from hospital a referral is made to the Kirklees Integrated Transfer of Care (ITOC) Hub, where the patient is reviewed and a discharge pathway appropriate for the patient is identified.

The pathway begins with 'Home First without any new support' is a new approach that includes Age UK and Community Transport who take people home from both Calderdale Royal and Huddersfield Royal Infirmary and Pinderfields, Dewsbury and Pontefract hospitals.

For carers who live in Kirklees both Calderdale and Mid Yorkshire hospitals give information, a carer lanyard and recognition of their carer role and contact with the hospital patient experience team.

After a referral, Carers Count provide a check-in call to carers within three days of discharge to make sure they are coping following hospital discharge and offer support, advice and peer support.

NHS Volunteers Responders is a new service who also provide check-in calls and offer a one-off phone call for up to six weeks.

Community Response Volunteers help with a range of activities to people living within their local community and includes shopping and picking up prescriptions and medications. This support is available either as a one-off or once a week for a maximum of six weeks.

The Home with new support part of the pathway includes the Home First Reablement Team who support patients to be independent and receive support to help them with meal preparation and self-care, this has helped to increase the numbers of patients who can go back to their own homes.

The Intermediate Care part of the pathway involves patients who are ready to be discharged from hospital but not ready to go home as they need extra support to regain their independence. There are 40 beds at a community setting at Ings Grove in Mirfield, this service provides support to people for up to six weeks.

The Recovery Bed part of the pathway is a new service, this involves patients who are ready to be discharged from hospital, but not ready to go home as they still require extra support and recovery time and are cared for until they are safe to go home. There are up to 40 Recovery Beds which will be fully staffed by 20 May 2024, based at Moorlands Grange in Netherton, Huddersfield. The length of stay in a Recovery Bed is expected to be up to four weeks, these patients are supported by the Kirklees Integrated Transfer of Care (ITOC) Team.

Patients diagnosed with advanced dementia are supported in a Recovery Bed within a care home setting in the community.

The Long Term Care part of the pathway includes those patients that are no longer able to be looked after safely at home and it is in their best interest to move into a care home. Trusted Assessor's (TA's) acting on behalf of the care sector identify appropriate care home placements following Social Care Act assessments. The Independent Sector Trusted Assessor (TA) role is a joint project with Kirklees Care Association (KirCA), the NHS and Calderdale, Kirklees and Wakefield councils. TA's help to facilitate safe and timely discharges and avoid unnecessary delays for patients that are fit for discharge, these roles are helping to save eight bed days.

Q Is this service similar to a social worker who used to contact the patient when they were ready to be discharged?

Referrals can be made to TA's by social workers, support is started when the patient is in hospital ready to be discharged.

If anyone has any feedback regarding a discharge experience please contact Julie:

Julie.oldroyd@nhs.net Telephone: 07720 463 006

4. Primary Care Update

Chris provided an update on primary care activity (please see accompanying slides) which show that practices continue to be busy, with data up to February 2024 signaling an upward trajectory.

Appointments that took place with a GP, some patients are seen by additional roles that are employed within practices and Primary Care Networks (PCN's) but a high number of patients continue to be seen by a GP.

Patients not attending their appointments is being monitored as an ongoing issue.

Q What is the percentage of DNA's (Did Not Attend)?

This varies from practice to practice, PPG's can have a conversation about this when they meet at their practices.

Q Could these patients be fined?

On a national level fining patients is not agreed with.

Q When does a GP decided whether or not to see a patient face to face?

This is based on what the patient tells them as to whether they need an examination and depending on the clinical condition. Practices have systems in place to keep their patients safe.

Q Has anyone done any research into DNA's as to why they happen?

Some practices send out text message reminders to patients about their upcoming appointments to reduce DNA's. Patients not attending appointments includes both primary care and hospital appointments. More can be done about this at an ICB level.

New Phone Technology

In May 2023 a two year delivery plan was announced for primary care, there are still a number of practices who qualify for the new system and the aim is to complete by the end of June 2025. As of April 2024, 12 practices have gone live with their new digital systems. The new technology features queuing, call-back function, call routing and also integrate with clinical systems.

Q Will this be the same that's being introduced at Lindley?

Yes.

NHS App

Patients are encouraged to download and use the NHS App which offers a secure way to access a range of NHS services. If patients don't have a smart phone they can also access via a computer by logging in via the NHS website.

In order to get full access to services patients are required to prove who they are. Once access is gained patients can book and manage appointments, view their health record securely, order repeat prescriptions and register their organ donation decision.

GP Online Consultation

PATCHs is now linked to the NHS App.

Vaccinations

The Covid-19 Spring campaign is underway and eligible patients will be contacted, it will end on 30 June 2024.

Measles, Mumps & Rubella (MMR) cases are increasing. Nationally, parents of children (aged 6 to 11 years old) who have missed theirs, have been contacted and invited in to receive their vaccine.

The Flu campaign for 2023/24 ended on 31 March 2024. Details of the 2024/25 campaign have been announced by NHS England, patients that were eligible last year will remain the same for this year. Vaccinations will be delivered by General Practice and Community Pharmacy.

5. Pharmacy First Campaign

Lindsay provided information about Pharmacy First, with community pharmacy taking on a bigger role to support the NHS in Recovering Access to Primary Care which supports patients to access primary care. Community Pharmacy already provide an NHS pharmacy contraception service and an NHS blood pressure check service.

Patients can be seen for minor illnesses for seven common conditions:

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections or UTIs (women aged 16 to 64 years)

When seeing patients with these conditions, pharmacists will following a robust clinical pathway which includes self-care. If appropriate they can supply prescription only medicine's so patients don't need to see their GP.

Q Do surgeries know whether their local pharmacies are operating this service?

Most practices do know. If GP's want to refer into this service a list of pharmacies is available.

Q Who is responsible for quality assurance?

The ICB has oversight for this along with primary care colleagues. Pharmacists have to undergo training and keep up to date as part of their continuing professional development.

Q How do patients who walk into a pharmacy know they offer a Pharmacy First service?

Pharmacies should start to display a sign but not all do, this is something we will take back to the ICB.

6. Close and summary of actions

Key Actions:

- ICB to support pharmacies offering the Pharmacy First service to display a sign and list the conditions they are able to treat.

- **Any other Business**

There were no further matters for discussion.

Date of Next meeting:

This will be confirmed.