



Draft Minutes of 24 January 2019 Benfield Valley Healthcare Hub Participation Group meeting

Attendees: Nagi, Lyn, Bunty, Susie, Mary, Keith and Katie (Chair and minutes)

1. Welcome and introductions

Katie welcomed everyone to the third meeting of the Benfield Valley Healthcare Hub (BVHH) Participation Group.

2. Minutes and actions from the last meeting

The minutes of the last meeting were approved as an accurate record. The Group noted the completed actions and updates about the remaining actions during the meeting.

3. Feedback from the Practice

Susie reported that Dr Fumi Kokoali had just given notice, and would be leaving the Practice in one month's time. The Practice is holding interviews to cover the gap of 3 days a week by a GP or Advanced Nurse Practitioner. Temporary and Locum Nurses are being used to cover the two permanent Nurses currently on long-term sick leave (who are hoped to return in February 2019). It was confirmed that the reduced opening hours at Burwash were partly due to Nurse availability and partly due to financial constraints. The Practice's newest member of the Reception Team is working alongside her Nurse training.

The Group raised concerns about the high staff turnover in Reception, including the 3 months required to train and equip staff with sufficient skills and knowledge, and the communication issues for members of local communities whose native tongue was not English (due to lack of experience and/or personal relationships with those individuals). Susie reported that, since the success of the trial during which GPs had answered the early morning phone calls in Reception directly, the GPs were now sitting in the Practice's Reception area for the first hour of each day; helping them to build closer relationships with their colleagues and instantly answer any arising queries.

The Group discussed their variable experiences regarding offers of blood tests (and receiving the subsequent results). Susie confirmed that patients were able to attend blood tests at the local Polyclinic for free, by completing a form from the Practice. Nagi suggested setting up a local blood test laboratory unit serving all nearby Practices.

Actions:

- 1. Katie to ask the Hangleton and Knoll Project (HKP) to tell any companies interested in undertaking some community-based voluntary work that we are looking for someone to paint the Burwash waiting room.**
- 2. Susie to contact Nagi about his offer of future help with translating for Arabic patients (both for conversations and paperwork).**
- 3. Susie to investigate why blood test result SMS texts are not being sent.**
- 4. Susie to find out why some annual blood test checks have been stopped (e.g. checks for diabetes and cholesterol)**

5. **Katie to update BVHH website to inform patients that they can view their full blood test results (including numbers) via their online patient record, or by giving consent for the Practice to send them via email.**
6. **Susie to ask Reception Team to ensure they acknowledge waiting patients while finishing administrative tasks.**

4. Improving continuity of care for patients and GPs, including One Page Profiles

Katie confirmed the Practice had now introduced optional "One Page Profiles" for anyone who wanted to share the things that would help them to feel more supported in their health care (along with an optional photograph). These will be made available online and in hard copy in the waiting rooms for patients to complete and give to the Practice.

Actions:

7. **Katie to update One Page Profile template to include: date of birth; some text about what they are for, and; a reminder to update them when needed (e.g. if your circumstances significantly change).**
8. **Katie to explore options for creating, submitting and updating One Page Profiles online via patient records access.**

5. Planning our next party

This item was postponed until the next meeting agenda. Nagi suggested also exploring the opportunity to host a community festival where local residents were invited to cook and share their cultural dishes, with any money raised from this donated to the Practice.

6. Meeting with other local Patient Participation Groups (PPGs)

Katie has raised the idea of creating a local Patient Participation Group (PPG) meeting, but it was felt this may duplicate the West Area Health Forum. It was agreed to share an update on the Group's work at the next Forum meeting on 20 March 2019 instead.

7. Use of Patient Participation Group Funding from Community Works

The Group discussed potential uses for the outstanding funding awarded to the Participation Group by Community Works (to be spent by the end of April 2019). Katie noted that the funding had been partially ring-fenced for funding the community parties, which had subsequently been facilitated through local company's donations.

Keith highlighted that the current adverts on the TV screen in the waiting room at the County Clinic changed slides too quickly, and the slides contained too much information (in too small a font) for people to read it properly. It was agreed to review the slideshow's content and simplify the text on the community groups' slides (as a priority), with a leaflet stand set up underneath the TV containing further information about local groups.

The Group also discussed the position of the self-check in screen in County Clinic (which had been relocated in 2018). It was noted that some people were still unaware of the screen, so it would be helpful to signpost to it more obviously.

The Group agreed to use part of the remaining funding to buy a whiteboard for the County Clinic waiting room, as they felt handwritten messages were more likely to catch people's attention than a noticeboard covered in posters. Keith offered to donate two spare whiteboards belonging to the local Men In Sheds group to be put up at Burwash.

The Group discussed advertising options for future meetings and agreed to research the costs of advertising through local press before deciding whether this would provide a good return investment. It was agreed to continue with free advertising methods (e.g. Facebook, Twitter) and advertise via the Community Works volunteering website (noting that it was particularly difficult to find volunteers in the local area).

It was agreed to spend any remaining funding on more bags and cards for the S-Card experiment being led by the Practice to reduce sanity deprivation in the local area.

Actions:

- 9. Katie to find and circulate comparative prices to advertise in Knoll Scroll, Hangleton Harbinger and Portslade News**
- 10. Keith to agree whiteboard donation for Burwash with Men In Sheds, and send Katie a revised Men In Sheds slide for the TV.**
- 11. Katie to buy a whiteboard for County Clinic waiting room.**
- 12. Katie to edit the current Benfield TV slides to reduce the amount of text, add a slide for the 50+ Steering Group, and slow down the speed of the slideshow.**
- 13. Keith to explore interest at Men In Sheds group for creating a leaflet rack to go underneath the TV at the County Clinic and confirm associated costs with Katie.**
- 14. Katie to find costs for a sign directing people to the check-in screen.**
- 15. Katie to create Facebook page for the Participation Group and create an advert for new members, to be approved by the Group before adding to the Facebook page and the Community Works site for volunteering.**

8. Improving self-care (in partnership with Brighton and Hove Clinical Commissioning Group)

Katie confirmed she had created a flier of self-referral services, but she was concerned this would become outdated more quickly than [the self-referral page on NHS Brighton and Hove Clinical Commissioning Group's \(B&H CCG's\) website](#); so the Practice was looking to find a way to share that with patients instead.

Katie reported she had offered to help B&H CCG design the posters for its new self-care campaign (such as "items to keep in your home medicine cabinet"). The Group agreed to take up the offer B&H CCG had made in return, for BVHH to become the pilot site for the campaign. Bunty reported she was currently helping the CCG with some research about methods for proactive prevention of health and wellbeing issues.

9. Supporting patient feedback - raise this next time.

This item was postponed until the next meeting agenda (date TBC).

10. Next PPG meeting: time, day, advertising and agenda items

The Group agreed to meet in two months' time, and agree the next few dates in advance to add to the adverts encouraging new Participation Group members.

Action:

- 16. Katie to circulate potential future meeting dates to the Group (and add agreed dates to adverts for new members).**