

**Minutes from Patient Partners Meeting
Tuesday 30 July 2019
16.30 – 18.30**

Harrogate Golf Club, Forest Lane Head, Harrogate HJG2 7TF

Members

Kate Kennady (KK) – Governing Body Lay Member – Chair HaRD CCG
Lance Gilroy (LG) – Governing Body Lay Member HaRD CCG
Andrew Dangerfield (AD) – Head of Commissioning HaRD CCG
Rachael Durrett (RD) – Communications and Engagement Officer HaRD CCG
Stacey Stanton (SS) - Medicines Management HaRD CCG
Jenny Grandison (JG) – Medicines Management HaRD CCG
Malcom Wailes (MW) – Leeds Road Practice
Freda Roach (FR) – Dr Moss Practice
Malcolm Bottomley (MB) – Dr Moss Practice
John Williams (JW) – Eastgate Medical Group Practice
Joan Glassford (JG) – Kingswood Practice
Annie Kingsley (AK) – Kingswood Practice
Charles Gibson (CG) – Nidderdale Group Practice
Mel Clark (MC) – Eastgate Practice
Judith Clark (JC) – Eastgate Practice
Eileen Minshall (EM) – Eastgate Practice PPG
Cliff Minshall (CM) – Eastgate Practice PPG
Geoff Webber (GW) – East Parade Practice
Jane Marchant (JM) – Communication and Engagement Support - Note taker
HaRD CCG

Speakers Attending:

Paul Hogarth (PW) – Older Persons Mental Health - Tees Esk Wear Valleys NHS
Foundation Trust (TEWV)
Andrew Knox (AK) – Locality Manger Adult Mental Health - Tees Esk Wear Valleys
NHS Foundation Trust (TEWV)

Apologies:

Peter Waywell (PW) – Kingswood Practice
John Brearley (JB) – Masham Practice
Rita Lister (RL) – Dr Moss & Partners Practice
Colin Anderson (CA) – East Parade Practice
Christine Hines (CH) – Spa Practice
Jan Kojro (JK) – Springbank Practice

		<u>Action</u>
1.	<p><u>Welcome and Introductions</u></p> <p>Kate Kennady welcomed everyone to the meeting and introductions were done round the table. Apologies from other Patient Partners were accepted and noted.</p> <p>The group acknowledged the Values and Behaviours of HaRD CCG which will be noted at the beginning of each meeting. There were no Conflicts of Interests.</p>	
2.	<p><u>Minutes of Previous Meeting</u></p> <p>The Patient Partners reviewed the minutes of 9 April 2019 which were subsequently approved by the group as a true and accurate record of the meeting. The Action Tracker was also approved by the group.</p> <p><u>Matters Arising</u></p> <p>There were no matters arising.</p>	
3.	<p><u>North Yorkshire Clinical Commissioning Group Merger</u></p> <p>RD reported that the three Clinical Commissioning Groups are planning to submit the Merger Application to NHS England on 30 October 2019. If this is successful then the organisation will start operating as one Clinical Commissioning Group commencing at the beginning of April 2020.</p> <p>The group discussed how the communication and engagement process would work across one Clinical Commissioning Group. The group agreed that whilst it is beneficial to become one group engagement with the local population is very important and to retain a local voice. It is hoped by merging the three Clinical Commissioning Groups that the national target of saving 20% operating costs will be achieved.</p>	

4.

Community Mental Health Services

RD Communications and Engagement Officer introduced to the group PH, Older Persons Mental Health TEWV and AK Locality Manger, Adult Mental Health TEWV are involved in the review of the Community Mental Health Services. RD confirmed that the consultation with the public regarding the Mental Health Services commenced on 24 June 2019 for 12 weeks and closes on 13 September 2019.

RD reported that on 6 December 2018 NHS Harrogate and Rural District Clinical Commissioning Group (CCG) approved proposals for the future development of Mental Health Services for adults and older people. The agreed model was developed by TEWV and the CCG. It enables us to reinvest money in community services to focus on supporting people at home whenever possible. It also ensures that when someone needs inpatient care they will receive it in a safe, high quality environment. By investing in community services the aim is to reduce the number of inpatient admissions as well as the length of time individuals need to spend in hospital. The approved approach releases £500,000 per year to invest in community services. TEWV have already begun looking at how they can improve the way they work to give people the support they need working with local people to develop community services that will support more people to remain in their home environment. These developments should be implemented by Spring 2020.

RD confirmed that TEWV are building a new Mental Health Hospital in Haxby Road York which will open in April 2020. This hospital will service the population of York, Harrogate, North Yorkshire and Selby.

AK reported that there has been a lot of progress regarding the Adult Mental Health Services. Currently work is already underway to improve ways of working. A single point of access from GPs (family doctors) is being introduced which is supported by an assessment process. This has brought all parts of the system together and has speeded up referrals into the service making sure people receive the appropriate support as quickly as possible. Adult and Children and Young People's Crisis Teams to work together to improve the transition of young adults into adult services. Mental Health Teams to develop closer working relationships with the voluntary and social care partners. Good progress is being made with the police and ambulance partners to make sure there is clinical support for people with mental health needs. Peer support workers to be attached to community teams and the introduction of dedicated consultant psychologist's time into the crisis team to better understand the needs of people with increased distress. There will also be increased capacity to support more home treatment seven days a week for service users, their family or carers.

PH reported that the Mental Health Teams for Older People are doing

	<p>a lot of preventative work in the Community and supporting people with dementia as well as people with other mental health problems such as depression. The Mental Health Team will also continue to support carers – each team will have a designated carer champion. Carers can also be referred to the carers resource service or local authority if additional support is needed.</p> <p>The service will also provide a dedicated care home liaison function within the community team to work with nursing and residential homes with out of hours support provided by the crisis and home treatment team. Extend the operating hours of the older persons crisis and home treatment team (formerly RRICE) from 6pm to 8pm seven days a week and to increase the number of staff available during this time. The Community Mental Health Teams are currently being reconfigured so that they are aligned to groups of GP practices and care homes. The development of a single point of access for older people supported by an assessment process will help speed up referrals into the service making sure that people will receive the appropriate support as quickly as possible and for as long as required.</p> <p>KK thanked AK and PH for coming to the meeting and updating the group on the Community Mental Health Services. Group agreed that this had been a very enlightening talk.</p> <p>Action: KK asked that the Patient Partners discuss this at their individual Patient Partner Group.</p>	PP
5.	<p><u>Waste Medicines Update</u></p> <p>SS gave an update on the medication amnesty which was held at Mowbray Square Medical Centre Harrogate. This is on-going and is still having an impact locally.</p> <p><u>Stopping of Managed Repeats in Harrogate Area</u></p> <p>SS reported that the Medicines Management Team are looking at stopping managed repeat prescriptions commencing September 2019. Leaflets are going out to GP practices. Community pharmacies are getting involved too and there is a national push to order repeat medications on line. SS reported that some patients are finding it difficult to register on line but if they go to the GP practice and take in the correct identification then the GP practices are more than happy to help patients.</p> <p><u>Patient On-Line Services/NHS App</u></p> <p>NHS England and NHS Digital are working closely with CCGs to schedule in connection dates for GP practices. All practices using TPP or EMIS systems have now been connected. This means that patients at 95% of practices in England are able to use all the features of the NHS App.</p> <p>GP practices using Vision or Microtest systems will be connected</p>	

	<p>later. This is because user testing has shown that if they are connected now, patients would not have the same high-quality experience as users in other practices.</p> <p>To help ensure that patients have a positive experience of the NHS App NHS England/NHS Digital are asking practices to prepare before they promote the app to patients. All practices should do this, whatever clinical system they use. Practices should brief staff so they are able to support patients, and check their systems to make sure that appointments are available to book and are named so patients understand what they are.</p> <p>Action: SS to update the Patient Partner Group again at the next meeting.</p>	SS
6.	<p><u>Equality Delivery System (EDS2) Self Assessment</u></p> <p>Paula Middlebrook gave her apologies.</p> <p>Action: KK Agreed for this to be deferred to a later date.</p>	KK
7.	<p><u>Update on Primary Care Networks</u></p> <p>AD updated the group on PCNs. Harrogate and Rural District CCG have formed into 4 Primary Care Networks which went live on 1 July 2019. These networks are Knaresborough and Rural, Heart of Harrogate, Mowbray Square and Ripon and Masham. Each PCN has a named Clinical Director intended to help shape the integrated care system and help to dissolve the divide between primary and secondary care. The seven national service specifications will be delivered through PCNs and the workforce roles will need to be deployed in such a way to deliver these service specifications and to be implemented April 2020.</p> <p>KK suggested that AD give another update at the next meeting in November.</p> <p>Action: AD to give an update at December meeting.</p>	AD
8.	<p><u>Future Working</u></p> <p>KK stated that it was important to keep everyone informed on the proposed merger and also on the communication and engagement across the three Clinical Commissioning Group.</p> <p>Action: JM to send links to Patient Partners re resources for the Primary Care Network.</p>	JM
9.	<p><u>Any Other Business</u></p> <p>MW reported that he felt some services on the wards at HDFT were not available to in-patients at the weekends.</p>	

	Action: MW and KK to discuss further	MW/KK
10.	<p><u>Reflections of the Meeting</u></p> <p>Group reflected on the meeting and agreed that the content had been good and pleased with the clarification of the Mental Health Service.</p>	
	<p>Date and Time of Next Meeting: Tuesday December 17 2019 16.30 – 18.30pm Harrogate Golf Club Forest Lane Head Harrogate HG2 7TF</p>	