

MEETING: Governing Body

Item Number: 11.1

DATE: 26th July 2016

REPORT TITLE:	Chairperson's Report for Atherleigh Locality
CORPORATE OBJECTIVE ADDRESSED:	Function as an effective commissioning organisation that puts patients first
REPORT AUTHOR:	Dr Gen Wong
PRESENTED BY:	Dr Gen Wong
RECOMMENDATIONS/DECISION REQUIRED:	For information
<p>EXECUTIVE SUMMARY</p> <p>This report provides an overview of activity within the Atherleigh Locality. The report provides a summary of all the Locality meetings that have taken place within Atherleigh for the period June 2016. The report also highlights any issues that have been raised by member practices during this period.</p>	
FURTHER ACTION REQUIRED:	N/A
<p>EQUALITY AND DIVERSITY: Confirmed that any changes to service or procedure introduced as a result of this report do not impact adversely on any of the protected groups covered by the Equality Act 2010.</p>	

CHAIRPERSON'S REPORT

Chairperson's Name	Dr Gen Wong
Committee Name	Atherleigh Locality meeting
Date of Meetings	June 2016
Name of Receiving Committee	Governing Body
Date of Receiving Committee Meeting	26 th July 2016
Officer Lead	Diane Nicholls

<i>The top 3 risks identified during the meeting & initials of lead with designated responsibility</i>		
1.		
2.		
3.		

Attendance at the meetings[#]:	Excellent
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<i>Was the agenda fit for purpose and reflective of the committees Terms of Reference?</i>	Yes
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Narrative report outlining the key issues of the activities

GP Forum

The AL-PF GP Forum was held on the 24th June 2016 and the meeting was well attended. The key highlights were:

- There was a discussion around the recent IT issues within practices and the fact that this has been escalated further to ensure this doesn't happen again.
- Presentation was given by Anne Huntley and Steven McLoughlin from BOC about the new Respiratory Service. The aims of the service is to:
 - Identify missing / undiagnosed COPD and Asthma sufferers
 - Provide and ensure quality assured diagnoses
 - Promote optimal treatment for diagnosed COPD and Asthma sufferers
 - Raise awareness of the conditions across the CCGs population and health care agencies

[#] **Excellent** (well attended) **Acceptable** (some apologies) **Unacceptable** (not quorate)

- Support GP practices with respiratory education, mentorship, coaching and support.

They will be setting up clinics within Practices.

- Mental Health Education Session – Members were informed that a survey has been put together for GPs to complete as this will enable an education session to be put together on what GPs feel is required.
- Members discussed their experience of the AAA Service that they were informed had expanded last month. The views were that there is still some confusion around this service and clarification needs to be sought as some patients were being referred in but then told that they needed to go to A&E.
- An update was received in respect of the Primary Care Standards and members were reminded that the deadline for sign up to the service was Friday, 1st July 2016. This will be kept as a standing item to review any queries/issues.
- An update was provided on the New Models of Care and ICO Developments. Members were reminded that the first Boroughwide Event was to be held on Wednesday, 6th July 2016, where there will be a presentation from Modality, discussions around New Models of Care/Clusters and the first ever Primary Care Awards. Members were informed that with regards to the ICO, this is about transforming Health and Social Care in the local area. It is about prevention/early intervention in the community and to wrap around primary care. There is a System Alignment Group (SAG) which is made up of cluster leads. This group is crucial to ensuring the ICO Board has primary care at the heart of it. Members were also informed that there have been several ICO Workshops run throughout June which has been around engagement, outcomes needed, scope/do's and don'ts and bringing everything together.
- Updates/information were also received in respect of:
 - Prescribing
 - Diabetes National Audit
 - Dermatology – temporary closure of the E-referral system
 - EUR

Practice Managers Forum

The Practice Managers Forum was held on the 9th June 2016 and was well attended. The key highlights were:

- Jay Mangan from the CCG attended to provide an update in respect of Data Validation and the Oxygen Pathway. Members were informed that in respect of Data Validation, the Data Validation Team has been working in practices to review the accuracy and quality of clinical information from secondary care. A number of concerns have been raised and these are being captured and highlighted as a clinical concern. Members were reminded that in respect to the Oxygen Pathway that there were two Home Oxygen Services established in Wigan – The Community Home Oxygen Service which is part of the Tier 2 Respiratory Service at Bridgewater and the other service is for patients needing Long Term Oxygen

Therapy (16 hours a day plus).

- An update on the new Respiratory Service was provided by Hayley Masters and Vicky McKelvie from BOC who have been appointed as the provider of this service.
- An update was provided in respect of the Quality an Engagement Scheme. The deadline for sign up to the full scheme was reported as 1st July 2016. Members were advised that Version 1 of the Guidance for Practices will be available via Sharepoint for comments and feedback.
- A discussion was held regarding Wednesday afternoon cover. Members were asked to feedback on how this could be delivered locally.
- A reminder was issued in respect of AUA monitoring. The CCG have offered support to the practices that have not yet met the criteria. The deadline for meeting the criteria was reported as 14th June 2016, at which time the final report will be run.
- It was reported that the issue regarding the transportation of medical records had been raised at the Primary Care Leads Meeting and that the BMA had also taken this up at national level.

Patient Participation Group (PPG)

The Patient Participation Group was held on the 23rd June 2016.

The key highlights were:

- Zoe Charnock from the Brook Centre attended to provide members with information on what the service provided. The service has been around for 50 years and is a national service which provides a sexual health service for young people up to the age of 25. It is a free and confidential service for the whole of the Wigan Borough and they have three bases, one in Wigan, Atherton and Tyldesley. Wigan is the main base which is open 7 days a week. Three services are offered, Clinical and Support, Education and Training and Advocacy, Campaigning, Lobbying and Influencing. Much more information can be found on their website www.brook.org.uk.
- Members discussed the draft newsletter that had been produced by a small number of members that made up the Locality PPG Sub Group. Some minor amendments to be made to the newsletter and this will be sent for printing and distributed throughout the Locality practices.
- A presentation from the Youth Cabinet was due to take place but unfortunately due to sickness this item was deferred.
- Updates were received from PPG practices which included a practice PPG that are working with some pupils of KS2 age from local schools around sensible skin preparation, anti-bullying and social media. They also advised that they have made parts of their surgery young person friendly by applying self-adhesive transfers to treatment rooms, GP rooms and corridors.

- Other information shared was on Devolution Manchester, Bowel Screening and an Information Day being held in a collection of practices in September.

Other areas/activities

Practice Visits

Schedule of practice visits for 16/17 is being arranged.

Community Link Worker Pilot

The evaluation of the Community Link Worker project has been received and the findings are being worked upon.

Clusters

Ongoing work is progressing with regards to Clusters.

Agreed actions from the Meeting	Name of lead with designated responsibility for the action/s

Chairperson's Additional Comments

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MEETING: Governing Body

Item Number: 11.2

DATE: 26th July 2016

REPORT TITLE:	Chairperson's Report for Patient Focus
CORPORATE OBJECTIVE ADDRESSED:	Function as an effective commissioning organisation that puts patients first
REPORT AUTHOR:	Dr Mohan Kumar
PRESENTED BY:	Dr Mohan Kumar
RECOMMENDATIONS/DECISION REQUIRED:	For information
<p>EXECUTIVE SUMMARY</p> <p>This report provides an overview of activity within the Patient Focus Locality. The report provides a summary of all the Locality meetings that have taken place within Patient Focus for the period June 2016. The report also highlights any issues that have been raised by member practices during this period.</p>	
FURTHER ACTION REQUIRED:	N/A
<p>EQUALITY AND DIVERSITY: Confirmed that any changes to service or procedure introduced as a result of this report do not impact adversely on any of the protected groups covered by the Equality Act 2010.</p>	

CHAIRPERSON'S REPORT

Chairperson's Name	Dr Mohan Kumar
Committee Name	Patient Focus Locality meeting
Date of Meetings	June 2016
Name of Receiving Committee	Governing Body
Date of Receiving Committee Meeting	26 th July 2016
Officer Lead	Laura Midgley (Crank)

<i>The top 3 risks identified during the meeting & initials of lead with designated responsibility</i>		
1.		
2.		
3.		

Attendance at the meetings[#]:	Excellent
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<i>Was the agenda fit for purpose and reflective of the committees Terms of Reference?</i>	Yes
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Narrative report outlining the key issues of the activities

GP Forum

The GP Forum was held on the 24th June 2016 and was well attended. The key highlights were:

- It was reported that IT issues had been escalated to ensure the appropriate action is taken to avoid such issues in the future.
- Anne Huntley and Steven McLoughlin from BOC attended the meeting to give a presentation about the new Respiratory Service. The service aim to:
 - Identify missing / undiagnosed COPD and Asthma sufferers
 - Provide and ensure quality assured diagnoses
 - Promote optimal treatment for diagnosed COPD and Asthma sufferers
 - Raise awareness of the conditions across the CCGs population and health care agencies
 - Support GP practices with respiratory education, mentorship, coaching and support.

[#] **Excellent** (well attended) **Acceptable** (some apologies) **Unacceptable** (not quorate)

It was reported that clinics will be set up in practices.

- Members were informed that a survey had been issued in respect of Mental Health Education sessions and all GPs were asked to complete this.
- Members were asked for feedback in respect of the AAA Service. Clarification was sought on the referral process. It was reported that some patients were being referred into the service but then were being redirected to A&E.
- Discussion was held regarding the Primary Care Standards and members were reminded that the deadline for sign up to the full scheme was Friday, 1st July 2016. It was agreed that this be a standing item at future meetings.
- An update was provided on the New Models of Care and ICO Developments. The first Boroughwide Event was to be held on Wednesday, 6th July 2016, where there will be a presentation from Modality, discussions around New Models of Care/Clusters and the first ever Primary Care Awards. It was reported that the ICO is about transforming Health and Social Care in the local area, prevention/early intervention in the community and will wrap around primary care. There is a System Alignment Group (SAG) which is made up of cluster leads. This group is crucial to ensuring the ICO Board has primary care at the heart of it. Members were also informed that there have been several ICO Workshops run throughout June which has been around engagement, outcomes needed, scope/do's and don'ts and bringing everything together.
- Updates were also received in respect of:
 - Prescribing
 - Diabetes National Audit
 - Dermatology – temporary closure of the E-referral system
 - EUR

Practice Managers Forum

The Practice Managers Forum was held on the 9th June 2016 and was well attended. The key highlights were:

- Jay Mangan from Wigan Borough CCG attended the meeting to update members on the work being undertaken by the Data Validation Team and to provide an update in respect of the Oxygen Pathway.
 - The Data Validation Team have been working in practices to review the accuracy and quality of clinical information from secondary care. Any issues identified by the team are being addressed directly with the providers and practices concerned.
 - Members were reminded of the two Home Oxygen Services established in Wigan.
- Hayley Masters and Vicky McKelvie from BOC Healthcare provided an update in respect of

the Respiratory Service. Members were advised that BOC Healthcare had been appointed as the provider of the new CCG Primary Care Respiratory Service. It was reported that the team are working with practices to support the delivery of the best possible health outcomes for mild to moderate COPD and asthma suffered across the borough. The objectives of the service and the referral criteria was discussed.

- An update was provided in respect of the Quality an Engagement Scheme. The deadline for sign up to the full scheme was reported as 1st July 2016. Members were advised that Version 1 of the Guidance for Practices will be available via Sharepoint for comments and feedback.
- A discussion was held regarding Wednesday afternoon cover. Members were asked to feedback on how this could be delivered locally.
- A reminder was issued in respect of AUA monitoring. The CCG have offered support to the practices that have not yet met the criteria. The deadline for meeting the criteria was reported as 14th June 2016, at which time the final report will be run.
- It was reported that the issue regarding the transportation of medical records had been raised at the Primary Care Leads Meeting and that the BMA had also taken this up at national level.

Locality PPG Meeting

The Locality PPG Meeting was held on the 23rd June 2016. The key points raised were:

- Zoe Charnock from the Brook Centre attended to provide information on the services offered. Members were advised that the service is a free and confidential Sexual health service for Wigan and Leigh, which has been in operation for around 50 years. The services offered include:
 - Clinical and Support Services
 - Education and Training
 - Advocacy, Campaigning, Lobbying and Influencing
- Members received a draft copy of a Newsletter that had been produced by the PPG Sub-Group. This was agreed subject to some minor amendments. Discussion was held regarding advertising practice PPGs and suggestions were put forward by those present.
- Updates were received from PPG practices which included a practice PPG that are working with some pupils of KS2 age from local schools around sensible skin preparation, anti-bullying and social media. They also advised that they have made parts of their surgery young person friendly by applying self-adhesive transfers to treatment rooms, GP rooms and corridors.
- Discussion was held regarding the Clusters and patient engagement. Members were informed that a representative from the SWAN Cluster will attend a future meeting to talk about the proposal they have for an acute walk in service.

- Information was also shared on Devolution Manchester, Bowel Screening and an Information Day being held in a collection of practices in September.

Other areas/activities

Practice Visits

The schedule of practice visits for 16/17 is being arranged.

Community Link Worker Pilot

The evaluation of the Community Link Worker project has been received and the findings are being worked upon.

Clusters

Ongoing work is progressing with regards to Clusters.

Agreed actions from the Meeting	Name of lead with designated responsibility for the action/s

Chairperson's Additional Comments

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MEETING: Governing Body

Item Number: 11.3

DATE: 26 July 2016

REPORT TITLE:	TABA LOCALITY EXECUTIVE GROUP REPORT July 2016
CORPORATE OBJECTIVE ADDRESSED:	Function as an effective commissioning organisation that puts patients first.
REPORT AUTHOR:	Dr Ashok Atrey
PRESENTED BY:	Dr Ashok Atrey
RECOMMENDATIONS/DECISION REQUIRED:	None
EXECUTIVE SUMMARY	
<p>This report provides an overview of activity within TABA locality in June 2016.</p> <p>The report provides a summary of all the Locality meetings that have taken place within TABA for the period June 2016. The report also highlights any issues that have been raised by member practices during this period.</p>	
FURTHER ACTION REQUIRED:	
EQUALITY AND DIVERSITY: Confirmed that any changes to service or procedure introduced as a result of this report do not impact adversely on any of the protected groups covered by the Equality Act 2010.	

CHAIRPERSON'S REPORT

Chairperson's Name	Dr Ashok Atrey
Committee Name	Joint TABA Locality Executive Meeting
Date of Meeting	June 2016
Name of Receiving Committee	Governing Body
Date of Receiving Committee Meeting	26th July 2016
Officer Lead	Lynne Hogan (Locality Executive Support Officer)

<i>The top 3 risks identified during the meeting & initials of lead with designated responsibility</i>	
1.	N/A
2.	
3.	

Attendance at the meeting[#]:	Very Well attended
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<i>Was the agenda fit for purpose and reflective of the committees Terms of Reference?</i>	Yes
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Narrative report outlining the key issues of the GP meeting

GP Locality meeting Key Discussions:

CCG update on new models of primary care, Cluster development and the ongoing development of the ICO.

Primary care standards were discussed in depth and a request made of practice managers to understand the new guidance and technical sheet that have been published by the CCG and report back

AAA/breathlessness service

- Services have been functioning since 1st June 2016
- GPs would like telephone access to a consultant
- The service is sending patients to A&E - feed this back to the Contracting Team

It was agreed that a representative of BOC be invited to the next meeting to provide an update on the new model of care.

Education

Members were advised that a GP Education Programme was being developed for GPs in the Wigan Borough around Mental Health. In order to help identify the subjects areas most

[#] **Excellent** (well attended) **Acceptable** (some apologies) **Unacceptable** (not quorate)

relevant, members were asked to complete and return a short survey.

Peer Reviews

Forum members offered feedback in respect of Peer Review meetings. At future Peer Review Meetings members would like discussions to be recorded and agendas to be circulated in advance. Rob Wilson agreed to raise this with the relevant teams.

Schools – Sick Notes

Rob Wilson advised that evidence is required to enable the matter to be progressed. It was reported that the schools requesting sick notes are Atherton Academy and Fred Longworth

TABA Practice Managers meeting held on 12 May 2016 The key points were:

Key areas discussed at the TABA practice managers meeting were

- Breathlessness service
- GM standards
- New models of care and cluster update
- Accessible information standards
- Military veterans IAPT pathway
- Inter practice joint injection
- GP fellowship scheme

TABA / TABA Joint Patient Participation Group (bi monthly):

no meeting held this month report to be included next month.

	Name of lead with designated responsibility for the action/s

Chairperson's Additional Comments

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MEETING: Governing Body

Item Number: 11.4

DATE: 26th July 2016

REPORT TITLE:	Chairpersons Report for Wigan Central & North Locality
CORPORATE OBJECTIVE ADDRESSED:	1. Supporting our population to stay healthy and live longer in all areas of the Borough.
REPORT AUTHOR:	Kate Davenport
PRESENTED BY:	Dr Tony Ellis
RECOMMENDATIONS/DECISION REQUIRED:	For Information
EXECUTIVE SUMMARY	
<p>This report provides an overview of activity within Wigan Central & Wigan North locality in March 2016</p>	
FURTHER ACTION REQUIRED:	NONE
EQUALITY AND DIVERSITY: Confirmed that any changes to service or procedure introduced as a result of this report do not impact adversely on any of the protected groups covered by the Equality Act 2010.	

CHAIRPERSON'S REPORT

Chairperson's Name	Dr T Ellis
Committee Name	Wigan Central & North Locality Committee
Date of Meeting	21 st June 2016
Name of Receiving Committee	Governing Body
Date of Receiving Committee Meeting	26 th July 2016
Officer Lead	Kate Davenport Executive Support Officer

Attendance at the meeting[#]:	Excellent
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Was the agenda fit for purpose and reflective of the committees Terms of Reference?	N/A
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Narrative report outlining the key issues of the meeting

GP Locality Meeting

Primary Care Standards

Claire Roberts had attended the Practice Managers meeting as there had been requests for clarification in relation to a number of the Primary Care Standards. Claire Roberts confirmed that she would look into these and provide a response back to the Practice Managers. There was a request that if there are any further queries from practices these are to be raised with Kate Davenport in the first instance and they will be passed on to the relevant member of staff.

Mental Health Boroughwide SCEOS Education Event

A questionnaire had been circulated with the agenda pack for practices to complete. The purpose of the questionnaire was to understand the training needs and the ask from Primary Care in relation to training and education. Following the feedback that is received from the questionnaires this will allow for focused training and education to be arranged for practices. There was a suggestion that the event would be useful if it was focused on set topics and upskilled practice staff on two or three areas rather than giving minimal information on several.

BOC Update

Representatives from BOC attended the meeting to provide an update on the service following the establishment of the service in April 2016. The BOC Team will be attending practices to look through caseloads to identify patients who are on inhaled medications and do not have a diagnosis of COPD or asthma, they will also use this information to update registers and other tasks. They will also try to optimise patient experience by making relevant onward referrals. BOC will use the GRASP tool to identify COPD/asthma patients, these will also be added to registers and once all relevant referrals have been made they will then be discharged back to practice. BOC have their own admin team who will contact patients and invite them to clinics, the practice staff will just need to check patients in on the day.

BOC are based in Lowton but they will be coming to practices to see patients so they would need a room at the practice. They will carry out home visits but will not see patients at home for annual

[#] **Excellent** (well attended) **Acceptable** (some apologies) **Unacceptable** (not quorate)

reviews. They will also make referrals to the heart failure team if necessary. They are not currently linked to the INT work, practices have suggested that this would be useful and Jennie Gammack will raise this with Jay Mangan.

There was a concern in the room that there may be some capacity issues for the BOC team as the service already seems busy without full uptake from practices. BOC assured members of the meeting that new referrals will receive priority over patients who are identified through searches on practice systems.

For medicines optimisation the BOC team use GMMMG, Gold and NICE standards and local guidelines. All practices in Wigan have been contacted regarding the new service and Jennie Gammack will obtain the service spec to share with practices.

BOC are governed by information governance standards included in the NHS standard contract which they are commissioned by.

Any Other Business

Effective Use of Resources – requests by secondary care should be completed by the member of staff making the request. There may be a requirement for further information from primary care, however, the application should be made by secondary care if that is the origin of the request.

Ulysses – Concerns were raised regarding the number of IT issues and that the reporting via Ulysses of these issues had been rejected. Consensus of the meeting was that we should continue to raise these issues through this route as , there is a direct patient impact when IT fails to the level at which we are unable to book any appointments or access the computer systems.

Dermatology – JG reported that WWL have switched off Choose & Book referrals (non-urgent only) for Dermatology due to capacity issues. WWL had reported that they currently had a number of patients who were on the Appointment Slot Issue (ASI) list who were waiting to be allocated an appointment. WWL are in discussion with Independent Sector provider with a view to undertaking some waiting list transfers to support them with the current capacity issues. The issues have arisen due to:

- Increase in skin referrals
- Locum consultant has left
- Unable to recruit to a joint post with Salford Royal FT

JG reported that there is a national problem in relation to a shortage of Dermatologist. Across GM CCG's are reporting that their patients are having to travel out of area for their appointments. Concern was raised that whilst patients where on the ASI list they will continue to receive computer generated reminders from the Choose & Book system as they have not had their appointment yet, JG advised that this is a national system and would see if there was anything that could be done to recognise the current situation.

AUA Coding – there have been issues with coding on AUA patients which have led to increased workload for practices, JG to raise with Rob Wilson

Additional Information

Chairperson's Additional Comments

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MEETING: Governing Body

Item Number: 11.6

DATE: July 2016

REPORT TITLE:	ULC LOCALITY EXECUTIVE GROUP REPORT June 2016
CORPORATE OBJECTIVE ADDRESSED:	Function as an effective commissioning organisation that puts patients first.
REPORT AUTHOR:	Dr Sanjay Wahie
PRESENTED BY:	Dr Sanjay Wahie
RECOMMENDATIONS/DECISION REQUIRED:	None
EXECUTIVE SUMMARY	
<p>This report provides an overview of activity within ULC locality in May 2016.</p> <p>Main topics of discussion:</p> <ul style="list-style-type: none"> ○ PC Standards ○ QES 	
FURTHER ACTION REQUIRED:	
EQUALITY AND DIVERSITY: Confirmed that any changes to service or procedure introduced as a result of this report do not impact adversely on any of the protected groups covered by the Equality Act 2010.	

CHAIRPERSON'S REPORT

Chairperson's Name	Dr Sanjay Wahie
Committee Name	Joint ULC Locality Executive Meeting
Date of Meeting	xx 2016
Name of Receiving Committee	Governing Body
Date of Receiving Committee Meeting	26th July 2016
Officer Lead	Lynne Hogan (Locality Executive Support Officer)

<i>The top 3 risks identified during the meeting & initials of lead with designated responsibility</i>	
1.	N/A
2.	
3.	

Attendance at the meeting[#]:	Very Well attended 100%
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<i>Was the agenda fit for purpose and reflective of the committees Terms of Reference?</i>	Yes
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Narrative report outlining the key issues of the GP meeting

GP Locality meeting Key Discussions:

Standards were discussed. GP's were advised that there is a Group of GP's Practice Managers ESO's / AD's getting together to draw up the best ways of managing all the standards. All ULC GPs and Pmgrs were invited to join this group and to work with the CCG. SW encouraged all around the table to attend. Attendees also advised that data quality were working in the background to come up with workable solutions to make this whole reporting process easier.

New Models of Care - Update given by Rob Wilson - RW reported three workshops - one last week looking at performance metrics - another discussing contracts / further one to be held the following week also subject to be confirmed. Re: LIGA Cluster - Dr Pitalia has been attending with Jill Newton. Maps drawn around 7 clusters now [originally five]. Following a meeting of the CLT seven geographically based clusters had potentially emerged. Nothing had been set in stone... all still up in the air and very fluid.

LIGA meetings – there were three different business cases coming through:

- a) Acute visiting
- b) Paed and
- c) Palliative (Lucy Lyons helping looking at this one).

[#] **Excellent** (well attended) **Acceptable** (some apologies) **Unacceptable** (not quorate)

They were moving forward working on these business cases.. which may eventually be taken borough wide. CCG want joined up working and are trying to put in one case for several clusters. The pot of money for these was held within the Bettercare fund.

SW asking for views of GP's re Cluster leads meeting 22 June and asked to ensure they get feedback as to what was happening at these meeting going forward.

Up until this last week the CCG had not been formally invited to attend as a voting member. As CCG members SW believed all present should ask the cluster to ensure there was CCG representation.

All GP's present felt that the CCG should be part of the whole process.

Dr Paul G. Campbell, Consultant Clinical Psychologist attended and gave presentation

Clinical Lead for Adult Primary Care Psychology (IAPT)
5 Boroughs Partnership NHS Foundation Trust
Lindamere Unit, Leigh Infirmary
Leigh, WN7 1HS Paul.Campbell@5bp.nhs.uk
Tel: 01942 264630 Fax: 01942 772107 Mob: 07826934415

IAPT working on improving access to psychological therapy making this more accessible and align with NICE guidance.

SW and all GP's around the table all agreed for ULC to switch to a single method of receiving [email] as soon as physically possible. This was now waiting for HIS system implementation – which could be delayed 2/3 weeks advised Jonathan Kerry.

GP Feedback: AAA

[GPs can ask for patient to have an appointment the next day to save A&E visit]. Only one GP's patient had been offered slot following day to date.

- GP's had referred patients to AAA - who then send this patient to A&E.
- GP's had also been asked to send patients to A&E when AAA full.
- ENT Emergency Clinic Surgical Assessment Clinic and E ye Clinic in Boston House Frog Lane [WWL Clinics] also tend to send patients over to A&E. This was not helping WWL meet A&E 4hr targets.

ULC Practice Managers meeting held 21st June

Update RW had advised at Locality team meeting and advised PMgrs : 5 codes needed to be in:

- 1) Named GP
- 2) Patient informed of named GP
- 3) Case Management plan started
- 4) Case Management plan agreed; and
- 5) Case Management plan reviewed

All advised to make sure dates appear in the correct order as if not, this causes issues

schools - parents again were asking GPs to provide sick notes when they have not seen the child
PMgrs asked to inform Rob Wilson of instances for him to take back.

Presentation from Warren Done 07980 881925 donewarren@yahoo.co.uk.

Started 3 years ago. New Centre opened in Golborne (Golborne Community Church) giving food to local people in crisis – now over 2 tons a month. Some people switching benefits for instance had a 6 week wait without money and were expected to cope. Foodbanks help - they offer vouchers which can be redeemed for food. It can happen to anyone illnesses meaning long periods out of work redundancy, etc. Foodbanks survive on donations only. .. They are working with schools housing associations and hospitals and front line carers. and take time to spend listening to a person.. some are really struggling maybe with illness, domestic violence, debt issues, etc and they signpost them on. Offer support from CAB, Stepsons, Mental Health services and the Brick

Pmgrs asked if they would police handout of food vouchers by Warren Done however subsequently at GP Locality meeting ULC GP's indicated they would prefer for practice staff not to police these foodbank vouchers but to refer these patients over to Community link workers to hand them over.

Serena Schofield Relationship Manager serena.schofield@cfh.com Tel: 01761 416311
Mob:07834 173074

Attended and gave presentation re Docmail

Accessible Info

Tracie Smith from the CCG [TS] attended providing advice and guidance and support – and some useful information was provided in the pack.

All were advised to put a footer on everything [this covers practices if this says practice is on board with accessible info standards]. TS will send through the policy and any more guidance and assistance when finalised. All PMgrs were also advised to add this into your new patient checks upon registration but reminded by Tracie to ask old patients too – as their health may have declined over time.

Quality and Engagement Scheme 2016/17, link provided to direct all you to Version 1 of the Guidance for General Practice. Hard copies of the guidance to be made available to all practices as soon as possible.

The submission form is contained within the guidance – in draft form currently just so you can see it. It will be issued again when it's all been finalised. Payment in July will be made to practices in exchange for sign up to the scheme.

Military Veterans [MV's] pathway had been included within the pack and MR advised everyone to put this and include also the MV covenant in your files.

All ULC PMgr meetings would be held 2nd Tuesday of the month going forward to allow Rob Wilson to attend [current meeting dates clash with SDI]

TABA / ULC Joint Patient Participation Group (bi monthly): next meeting scheduled for 10 July.

	Name of lead with designated responsibility for the action/s

Chairperson's Additional Comments

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