



Patient Engagement Network

Stanborough Centre, St Albans Road, Watford

Tuesday 26 February 2018

Aim of meeting:

To inform patients about local health developments, share good practice and build a network of informed patient representatives and for staff to learn from patients/carers to support service design and provision

Summary notes

To access the slides used at this meeting [here](#)

For more information or to discuss issues raised during the meeting please contact heather.aylward@nhs.net

Attendance: 51

Actions from meeting

- There is an opportunity for a patient to be part of the econsultation procurement process – anyone wishing to be involved to contact Heather Aylward
- Find out how falls in care homes are being monitored
“Herts Valleys CC Care Home Improvement Team does a lot of this but also there is resources going into training and changing behaviour in care homes. Herts Care Providers Association have developed a fantastic programme and resources <https://www.hcpa.info/stopfalls/>”
- Find out West Herts Hospitals Trust plans for their EDS2 and share with the group
- Issues re parking at West Herts Hospitals NHS Trust (particularly disabled parking) to be raised as part of commissioning process.
- Send out summary notes, presentation slides and feedback survey
- Provide an update on locality hubs

Econsultations

Nigel Gausden and Dr Jon Hykin ran through the aims and phases of implementation (more information on presentation slides) and also identified the following pilot (champion) sites in west Herts

- **Red House (Hertsmere)**
- **Rothschild (Dacorum)**
- **Maltings (St Albans and Harpenden)**
- **Harvey Group (St Albans and Harpenden)**
- **Sheepcot Medical Centre (Watford and Three Rivers)**

Discussions:

- Reassurance was given that patients can choose to use econsultations as acknowledged this system wouldn't work for everyone.
- Clarification was sought on how the requests would be seen by practices, dealt with and responded to within a timely way.
- The budget for procurement was confirmed as £160,000 with this initially being paid by NHS England. The procurement will follow a mini competition process. **Any patient interested in being part of the procurement to contact heather.aylward@nhs.net**
- The pilot sites will be measuring success in terms of patient / staff perspective and whether the system helps to reduce peak telephone calls and frees up some GP time and manages the work flow more efficiently. Patient groups will be involved in evaluation and also supporting the implementation

More information is available [here](#)

Falls - Marie Ahern

Aim is to develop pathways and support implementation locally:

Prevention – making falls everyone's business (40% of ambulance calls out for over 65s falling)

Identification – across the system raising awareness of how to identify who is at risk from falls

Take action – following identification, evidence based intervention to substantially reduce risk of falling and injury

Discussions:

- Environmental issues (such as condition of pavements) are also important in prevention so need to work with partners such as Herts County Council.
- Royal Osteoporosis Society – 'stop at one campaign' (<http://worldosteoporosisday.org/about/stop-one-make-your-first-break-your-last>): confirmed that patients will be assessed after a first fracture for osteoporosis, to roll this out within the community. Looking at fracture liaison service which systematically assesses, treats and supports compliance.
- The April Berkhamsted memory loss event was promoted along with discussion on the impact of head injuries which can happen as a result of falls - looking to include balance exercise information that we can include in information pack. The strongest evidence supports Tai Chi for people at low risk of falls . Positive movement – chair based exercises – to be recommended.

Ophthalmology – Aparna Garg

Since 7 January 2019 Community Health & Eyecare Ltd (CHEC) are the new community ophthalmology providers

- CHEC will act as a referral management hub for all referrals. All GPs and Optometry practices can send their referrals directly to CHEC, this will make referrals more efficient and patients will be seen quicker by the most appropriate practitioner.
- A consultant Ophthalmologist will triage all referrals within 48 hours. Where the patient is appropriate to be seen within the community, patients will be booked into the community clinics. Where the treatment is out of scope for the service, the referral will be forwarded onwards to the patient choice of secondary care provider (hospital). GPs can refer 2 week waits and urgent eye conditions requiring treatment on the same day directly to secondary care without going via CHEC.
- CHEC will provide pre and post cataract appointments for patients only. Cataract surgery will be performed in secondary care at the patient's choice of provider. Waiting times for Cataract surgery are not directly affected by CHEC's provision as they do not perform the surgery. However, as they will provide pre and post cataract appointments and other outpatient activity that would have been previously provided at the hospital, this should help ease off the burden for acute providers/give them more capacity to provide care for more complex patients to be treated at the hospital, also free up time for surgeries etc.
- CHEC will provide services from a GP practice in each locality and 12 optometry practices which will provide certain elements of the service such as tests and diagnostics

The provider is open to considering other sites for service provision for eg: one of their accredited optometry practices for regular weekly clinics **only if there is sufficient demand from patients**. Access for Tring & Berkhamsted patients has been raised with the provider before and they are exploring other GP practice options .

A list of exclusions was presented and detailed on the presentation slides

GP Sites:

Highfield Surgery, Hemel Hempstead

Highfield, St Albans

Theobald Medical Centre, Borehamwood

Sheepcot MC, Watford

There were concerns re access to sites – although regular clinics will be held at these GP practices, dependent on demand, clinics may be organised in the following optometry practices:

David Pressman Opticians Hemel Hempstead

Maltings Eyecare St Albans

Paul Adler Optometrist St Albans

Specsavers Watford

You and Eye , Potters Bar

Boots INTU Watford

Boots High street, Watford

Specsavers Hemel

St Albans Eyecentre

Weston Opticians Watford

Specsavers, London Colney

GP Practice Patient Groups (PPGs) – Heather Aylward

There was an update on how the CCG worked with GP practices to make their patient groups as effective as possible.

- There are issues with some PPGs while others are working very effectively. The majority of practices have out of date PPG information on their websites
- CCG needs to ensure contractual requirements are met – and are developing some PPG guidance / levels which will be agreed by patients and practices.
- Meeting of Watford and Three Rivers PPGs in March to share good practice, identify ways of working together and receive an update from the locality.

NHS App – Caroline Raut

The NHS App provides a simple and secure way for people to access a range of NHS Services on their smartphone or tablet. This will be available in Herts Valleys area from 18 March. Patients over time will be able to:

- Check symptoms using NHS 111 and the health A-Z
- Book and manage appointments at your practice
- order their repeat prescriptions
- Securely view your GP medical record

NHS App Video - <https://youtu.be/YR7P4tXeb-Y>

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

<https://digital.nhs.uk/services/nhs-app>

Equality Delivery System 2 - Paul Curry, Clare Malloy

Paul gave an overview of the Equality Delivery System2 (more information on the slides) and discussed the proposed grades and associated evidence with the group for discussion and comment:

Better health outcomes for all

Suggested grade: **developing**

Improved better access and experience

Suggested grade: **developing**

Inclusive leadership

Suggested grade: **achieving**

The group agreed that the suggested grades were fair and realistic and asked that information on how West Herts Hospitals NHS Trust were undertaking their EDS2 assessment and for confirmation that the new emerging service providers will be required to undertake their own EDS2.

Paul explained a final report will go to Herts Valleys Board in April and published on the CCG website. This information will then be used to develop a refreshed Equality and Diversity Strategy for the CCG

Future topics for engagement sessions

- Primary care networks
- Locality hubs – virtual hub, an update

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