



Cannock Chase Clinical Commissioning Group
 East Staffordshire Clinical Commissioning Group
 North Staffordshire Clinical Commissioning Group
 South East Staffordshire and Seisdon Peninsula Clinical Commissioning Group
 Stafford & Surrounds Clinical Commissioning Group
 Stoke on Trent Clinical Commissioning Group

Bullet Point Messages from Seisdon District Patient Group

11th April 2019

Apologies

Penny Allen and Elaine King

Attendance

Lin Hingley (LH) – Moss Grove Surgery Chair of meeting
 Ruth Morris (RM) – Russell House
 Janet Aldridge (JA) – Gravel Hill Surgery
 Adele Edmondson (AE) – CSU Senior Communications and Engagement Manager
 Clare Plant (CP) – CCG Administrator Communications and Engagement Team
 Jenny Robinson (JR) - Moss Grove Surgery
 Mike Barton (MB) – Gravel Hill Surgery
 Pat Roberts (PR) – Russell House Surgery
 Liz Gilson (LG) – Tamar Medical Centre
 Ian Wright (IW) – Healthwatch
 Andrea Gorton (AG) – Primary Care Development Manager
 Sandra Wilks (SW) – Russell House Surgery
 Anne Heckels (AH) – Lay Member for Patient Participation and Engagement
 Tony Serzin – Lakeside Medical Practice
 Iris Fieldhouse (IF) – Bilbrook Medical Centre
 Joshua Slater (JS) – Communications and Engagement Specialist

- LH opened the meeting and thanked Sandra Wilks for her determination to get a breast screening unit returned to Codsall.
- The unit is currently based at South Staffordshire District Council Offices for a period of sixteen weeks, commencing 11th March 2019, screening will take place Monday to Friday 8.30am to 4.30pm.
- SW urged the group to encourage patients to attend their breast screening appointments if they are offered one.
- The group discussed screening for ladies over the age of 70 and advised that there is a direct number: 01384 244177 that patients can call if they would like to be screened. This number can also be used by patients who want to check when they had their last screening and to book appointments.

Declarations of Interest and Actions Taken to Manage Conflicts

The group confirmed that there were no conflicts from declarations of interest.



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Dr Murray Campbell - Developments and challenges in the management of patients recovering and surviving cancer

- There are useful resources available to assist people to live well with cancer, such as MacMillan Cancer <https://www.macmillan.org.uk/>, Cancer UK <https://www.cancersupportuk.org/> and National Cancer Bowel Screening Programme <https://www.bowelcanceruk.org.uk/about-bowel-cancer/screening/>
- As well as helping with the medical needs of people affected by cancer, MacMillan looks at the social, emotional and practical impact cancer can have, and campaigns for better cancer care. The charity is there to support people during treatment, help with work and money worries, and listen when people need to talk about their feelings. Macmillan Cancer Support's goal is to reach and improve the lives of everyone living with cancer in the UK
- A person's risk of developing cancer depends on many factors, including age, genetics, and exposure to risk factors. Lung cancer, bowel cancer, melanoma skin cancer, and breast cancer together account for almost two-thirds of all preventable cancer cases in the UK.
- Earlier cancer diagnosis will enable patients to receive curative treatment.
- MC highlighted the benefits of bowel screening for patients. He explained that the current Faecal Occult Blood (FOB) test, checks for hidden blood in your poo and the test is a home screening kit. The kit is sent to your home address when you reach the bowel screening age.
- It can take up to 2 weeks to get the results of your bowel screening test and there are three possible test results:
 - Normal – no blood has been found and you do not need more tests.
 - Abnormal – blood was found. Blood in your test result does not mean you have cancer, but you may need more tests.
 - Unclear – some blood was found, but not enough for an abnormal result. You may be asked to do the screening test again.
- MC urged the group to encourage anyone who is offered screening to take up appointments.
- AG shared the telephone number for the Bowel Screening programme: 08007076060 – this service is primarily for patients between 60 and 74. Patients over the age of 74 can still request to be screened, but it is not offered routinely.
- Patients who are offered appointments on the two week cancer pathway must take responsibility for attending.
- JA and PR shared that they are both on the patient advisory cancer team working with healthcare professionals to improve services for patients. The group are conducting a survey at Russells Hall Hospital where they will be speaking to patients. One of the reasons this is being done is due to the poor uptake of first appointments.



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- The Beth Johnson Foundation has a service to help adults in Staffordshire who are affected by cancer. In partnership with MacMillan Cancer Support, the Staffordshire Cancer Support Programme (CaSP) is free to use, and provides social, emotional and practical support to cancer patients and their loved ones during or after treatment. Please follow this link for more information:
<https://www.bjf.org.uk/current-initiatives/cancer-support-programme-casp>
- It is hoped that all practices will have both clinical and patient cancer champions to ensure that patients are getting support where it is needed.

Action: The group agreed that they would speak to their practices about setting up cancer champion roles.

Patient Story: Patient had a lump in their chest and went to see GP on Friday morning. On Friday afternoon they were offered an appointment at 9.20am on Monday morning. Patient saw consultant straight away, was sent to scan department, returned to the clinic after the scan and was given the all clear. Excellent Patient experience.

Action: SW requested information for screening programmes to be shared with the group, please see links below from Public Health England website:

<https://www.nhs.uk/conditions/nhs-screening/>

Screening Timeline:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/768806/NHS_Timeline_v4.1.pdf

Patient Story – has always attended the opticians in Compton for diabetic retinopathy appointments. Service became available in Wombourne but patient was advised that results could not be sent back to Wolverhampton so they decided to continue going to Compton. In September patient received a letter advising that they must attend the clinic in Wombourne as they had not been tested, patient called back to advise that they had and that the GP had a copy of the results. It has taken nearly six months of letters before the clinic in Wombourne has accepted that the patient prefers to attend the opticians in Compton. Patients concern is, if patient details are being pulled from GP records why are they pulling those patients who have already been tested, there must be a way for them to only pull patients who are not regularly checked.

Feedback from Commissioning Patient Council

Bullet point messages from Commissioning Patient Council have been shared with the group, CP gave an update on the below:

- Nurses' and patients' perspective of the future of digital nursing care: Bookmarks and postcards were shared with the group to promote the service and apps.
- Together We're Better are starting to review the South Staffordshire hospitals, the group were given a presentation and advised that when consultation events are arranged details will be shared.



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Feedback from PPGs and patient stories:

Tamar Medical Practice

- Patient story: patient received an assessment from the falls therapy service and rails are now being fitted in her house to make her property safe and reduce the number of falls. The service is a specialist service aiming to reduce the number of falls and fall-related injuries. It is made up of physiotherapists, occupational therapists and nurses,

Moss Grove Surgery

- AGM is being held on 16th April 2019
- Application for Moss Grove Surgery to merge with a practice in Kingswinford which falls under Dudley CCG is still ongoing.

Gravel Hill Surgery

- The results of the practice survey were discussed at the last PPG meeting only issues appear to be with the phone system.
- The PPG discussed the quick start survey which monitors GP AND Practice performance.
- Health Harmonie are now completing ultrasound scans at the practice.
- PPG Member asked others how they recruit a broader representation of patients to attend their PPG meetings.

PR advised that their practice sends out newsletters asking for patients to join, receptionists speak to patients and PPG members speak to patients when they are completing patient surveys.

Bilbrook Medical Centre

- Practice currently has two locum GP's and one locum ANP.
- The practice have welcomed the return of the breast screening unit to Codsall.

Russell House Surgery

- Practice currently has fourteen PPG members of all ages, with additional patients on a waiting list. When the practice resolve the issue of downloading email contact addresses from EMIS they may look at setting up a virtual group.
- It was advised that Practice Manager Lynn contacts the EMIS technical support team and utilise the user guides and help tools.
- DNAs were down to 52 last month.
- Dr Campos is leaving in September.
- From the recent patient survey an action plan has been set up.
- GP extended hours are being used.
- Letters have been sent to patients whose blood results indicate that they may be pre diabetic regarding the national diabetes programme.



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- PPG has raised the lack of sexual health services for young people in Codsall, Russell House has offered to be the registration point for service going forward.
- Patients are reporting major issues regarding Lloyds Pharmacy in Codsall which have been raised the Local Medical Council.
- PR asked how extended access appointments can be booked over Easter, when they can only be booked through the practice which will be closed.

Post meeting update – extended access appointments can be booked through 111 service, patients should phone their practice number and they will be redirected.

- PR shared a newspaper sheet with details of practices and pharmacies that are open over Easter in the Wolverhampton area and asked if South Staffordshire had produced a similar document for patients in the south Staffordshire area.

Post meeting update – appointments can be booked through 111 service or patients should phone their practice number and they will be redirected.

A link to pharmacies that will be open over the Easter Period is shared below:

[Staffordshire Pharmacies Easter Bank Holiday 2019](#)

- PR shared that the practice are waiting for advice in order that they can start to engage and consult with patients on the proposed move of Russell House Surgery to the Codsall Community Hub which is holding up the process.

Post meeting update from the CCG: We are still very much at the start of the process and can't really start any engagement with patients until the CCG has formally approved the funding required. I believe a proposal is being taken to the April meeting of the Primary Care Commissioning Committee and once we have a decision around that we can then start the engagement required.

Members asked when the extended access survey would be sent out to the groups.

Post meeting update- the survey is in the final stages of approval and will be sent out by the end of April.

Any Other Business:

- SW shared with the group that breast cancer does not just affect ladies up to the age of 70, SW encouraged members to share with their PPGs that ladies over the age of 70 who would like to be screened can do so by calling 01384244177.
- SW asked that members encourage anyone that is offered a screening appointment to attend. The screening van must be utilised to its full potential whilst it is located in Codsall.
- SW requested that members are vigilant and ensure that the breast screening van is included in the plans for the Codsall Community Hub.
- AH shared with the group that Dr Suki Johal Locality Director would like to attend one of the future meetings but that she is unable to attend meetings on a Thursday, could a future meeting be moved to accommodate Dr Johal's attendance?

Action: CP to source an appropriate date, venue and invite Dr Johal to attend a future meeting.

- Diabetes awareness event is being held on Saturday 13th April, 9am – 1pm in the Hayward Suite, Molineux Stadium, Wolverhampton.



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- IW requested that members complete an online survey that they are currently hosting regarding the NHS Long Term Plan.
The NHS in Staffordshire is changing, and it needs your help. The Government is investing an extra £20bn a year in the NHS as part of the NHS Long Term Plan. Now you can help our local NHS invest in the right support in Staffordshire by sharing your ideas with us.
Healthwatch Staffordshire has launched 'What Would You Do?' to gather feedback from the public on ways to improve local NHS services.

Post meeting update please access via link below:

[Residents of Staffordshire, Invite to complete the online survey | Health Watch Staffordshire - Health Watch Staffordshire](#)