

6th City Wide PPG Forum (5/3/15)

Portsmouth Clinical Commissioning Group held its 6th City Wide Patient Participation Group (PPG) meeting on 5 Mar 15 at the Goddard Centre, St James Hospital. It was an enjoyable, engaging, informative evening and as ever our sincere thanks to all those who took part, guest speakers and attendees alike. Together topics the City Wide PPG had previously selected were presented and fruitfully discussed. We are genuinely appreciative of members input.

The evening kicked off with notices for things the CCG wished to share ie:

- Copies of our Patient Charter called “Our Pledge to you when things need to change” - also available on our website www.portsmouthccg.nhs.uk
- Flyers for our next engagement event “Your Health, Your NHS” on 10 Jun 15 at Guildhall, Portsmouth – details also available on our website
- Information on voluntary sector cash allocations given by the CCG (to keep members informed as they were invited to take part in the allocation process)
- Carers information kindly provided by the Carers Support Group
- Information on the Portsmouth’s Urgent Care position

The three areas covered in the evening and the accompanying questions and answers are given below:-

Angela Dryer (Assistant Head of Adult Social Care), accompanied by Jo Searle(Carers Support)

Care Packages, Social Care and Carers Support

Angela presented a very informative and interactive talk on assessment for social care and what that care could look like including when and if 15 minute packages of care are appropriate. The presentation and Q&A are given below/attached.



Care Packages -
Social Care and Carer

Q: Recent media reports have implied care staff are not paid for travel time between patients.

A: Portsmouth City Council domiciliary care rate allows for three packages of care (visits) per hour to allow for travel in between.

Q: How are complaints dealt with for people who have a problem with their package of care, especially vulnerable people. Who addresses this?

- A: There are several ways that comments/complaints and feedback is obtained:
- Satisfaction surveys – the voluntary sector help with this
 - Using forums: such as the Carers Council and PPG forums
 - Through the Safeguarding route for issues such as poor practice. Portsmouth City Council will work with the care agencies to improve issues identified

Q: NICE Guidelines recommendations for home visits

A: The needs of the individual and their personal care will be looked at and agreed and justified on a case by case basis.

Q: Support for carers – is respite care available?

A: Yes there will be respite care offered to carers based on the individual and the carer's needs ie: day care, respite or a carer visitor/sitting service.

Angela and Jo Searle from the Carers Centre offered to come back to a future PPG forum to give an update.

Ged Kearney (Project Lead) accompanied by Lou Hooper (Age UK)

Personalised Independence Co-ordinator Pilot

Ged lead on a moving, highly interesting and again interactive talk on this strand of the CCGs and City Councils joint working under Better Care. This project is a major initiative where the CCG and Council are also working in partnership with the voluntary sector. Age UK, have been commissioned to work alongside with a pivotal role. It was explained how the project aimed to put the person at the centre determining “what matters to you?” then supporting that individual to achieve, be it social care, health care, other voluntary support (shopping, dancing, getting a newspaper, whatever, the individual leads).

The presentation notes and Q&A are given below

About Age UK:



PICPvF1ppi.doc

Presentation:



PPIgroupF.ppt

Q: Services usually have their own care plan. Is this an extra or is it to bring share care plans together?

A: The plan is coordinated based on the best needs of the client by the Personalised Independence Coordinator. Once all of the services are working cohesively, they could all be brought together as a shared care plan.

Q: How does this fit with the Portsmouth City Council shared care plan, especially for those that are vulnerable and carers?

A: This plan is about helping to achieve the wishes and goals of the client by pursuing links to services. Ged added it is aimed more so at the less vulnerable.

Q: How are clients identified to be offered help by the I.P. Coordinators?

A: In the longer-term, the team will engage with a wider audience to get clients to come forward. At the start clients will be referred by their GP. A demo model will run for one year to see how the service is received and works.

Q: What are the monitoring or management arrangements?

A: Information Governance safety checks and supervision arrangements are all in place. Age UK and Ged Kearney will work together and will monitor activity.

Q: What is the referral process?

A: A few GP practices in the central locality have been selected to pilot the model. The GP looks at their own practice list for clients who meet the criteria. The team will move from one GP practice to another to take up the scheme.

A comment was received that patients/clients will like the time given to them; it shows that people 'care'.

Q: Could clients be brought together to support one another/or others?

A: Ged replied that this had happened in Cornwall. Some people formed a social network /peer support group. Others had become volunteers themselves, and are now employed by Age UK as supporters of others. Feedback has been very positive.

Q: Has the scheme been scaled up in Cornwall?

A: Yes the scheme has been rolled out and it continues to grow. Age UK nationally monitor the scheme and are taking it further and linking with other agencies.

Q: Is there a timeline for the plan – ie a set number of weeks/months?

A: No, there is no set number but it tends to be 6 to 10 weeks, but if the client needs longer they can have more sessions.

Suzannah Rosenberg (PCCG Director of Quality and Commissioning)

Accident and Emergency, Kings Fund Video and the Portsmouth Position

The video and statistics for the local position was given by Suzannah. Suzannah and Lin battled through but our apologies for the technical difficulties; a link to the video has been attached.

http://www.kingsfund.org.uk/projects/urgent-emergency-care/alternative-guide-urgent-and-emergency-care-system-england?utm_source=The+King%27s+Fund+newsletters&utm_medium=email&utm_campaign=5205757_The+Weekly+Update+7+January+2015&utm_content=altguidebutton&dm_i=21A8,33KSD,FLX9R5,B474P,1

The CCG hoped information on this topical issue would be of use to the City Wide PPG and judging by your input this seemed to be the case.

Q&A are given below

Q: What triggers a visit from an Out of Hours (OOHs) GP?

A: A call to either 999 or NHS 111 – the caller will be asked questions to determine the need or urgency.

Q: Would it be cheaper for a GP to do an all-night shift?

A: There are GPs in the Care UK treatment centre and at OOHs bases where the GPs are provided by Portsmouth Health Ltd. This is cost effective as a pool of Doctors triage calls.

The OOHs GP must inform the patient's own GP the next day if they have visited.

Q: What if the doctor doesn't know the area?

A: Most of the doctors working in OOHs are Portsmouth GPs. There are challenges around the sharing of information and joining up of information across systems. The CCG and providers system wide are currently working on this

Q: Are the GPs employed by OOHs on the same rates as National Health rates or are they more favourable?

A: Usually sessional rates are more lucrative working for OOHs at Care UK. The CCG has no control over the rates of pay.

Q: If a person needs screening, why is this department closed?

A: Some screening services are available Out of Hours.

Once again huge thanks to our speakers and to the City Wide PPG members.

Topics agreed/suggested by the Group for future discussion are:

- Co-Commissioning, as the CCG takes on delegated responsibility from NHS England on the commissioning of GP Core Services
- more time on urgent Care
- more information Carers and the Care Act

If you have any further suggestions please do not hesitate to contact us.

Future Meeting Dates:

Wednesday 1st July 2015 6pm – 8pm – Goddard Centre St James Hospital

Wednesday 4th Nov. 2015 6pm – 8pm – Goddard Centre St James Hospital