



# Newsletter

July 2015

## The view from the Chair

Welcome to the Summer Edition of Charter Patients group newsletter!

It has been an eventful few months for the Charter Patient Group. We've seen valued committee members step down, including our chair, Clare Tikly, who stepped down from that role but it still a valued committee member. We have also welcomed new committee members and I have now stepped up as a Chair for this year.

A little bit about me; I have been working in the Community and Voluntary sector for over 10 years, supporting community groups and projects throughout Brighton and Hove tackling health inequalities. Presently I work with an organisation that provides music making opportunities for children and young people in challenging circumstances – including in hospital wards. I am looking forward to this year's activities that we as the Charter PPG will get involved in. We will of course keep you updated.

We would also like to hear from you and how you could contribute to our Patient Group. Contact us or better yet, attend our PPG events!

In this edition we will introduce some of our new committee members and give you an update on PPG network meetings held in April and July, EPIC and other matters. Happy reading!

Nora Mzaoui

## Meet our committee members

### Peter Mooring, Treasurer

I am Peter Mooring and I am taking on the roles of Treasurer and Membership Secretary. I have lived in Brighton and Hove as a teenager, as a father of two boys, and as a pensioner. In between, work, education and retirement took me to London, Eastbourne, Stratford-on Avon, Land's End and the Lake District. My working life saw me in the City in IT and latterly a Methodist Minister. My wife and I have been patients at Charter Medical for just over two years and value the care we have received.

### Anne Giebeler, Vice Chair

Born in Hove and Educated at Lourdes Convent in Brighton, Royal Academy of Music and Universities of Edinburgh and Brighton. International Tennis Player. Poet. Integration Counsellor on Hungarian Refugee Programme (USEP). UN Geneva, then seconded to United Nations Emergency Forces. Founder and President of UN Sports Commission and Inter-Organisational Commission in Geneva. Set up English Poetry Festival for Schools in Egypt and becoming a Consultant for Macmillan Education in the Middle East. Returning to the UK elected Councillor on Brighton & Hove City Council for Goldsmid Ward (2003-2007).

## Committee member 'In the spotlight'

### Jean Gaston-Parry

I'm Jean Gaston-Parry, a member of the PPG committee. Firstly, a little about me;

I cared for my mother and husband, both with cancer, and, as a single mother of three, all under seven when their father died. My work was varied to fit in with their upbringing. I worked in public relations, sales and with various voluntary organisations, including the Samaritans, and in the community as a nurse carer. All these experiences led me in retirement to become involved in working to improve the care and dignity of the elderly, dementia and other health services. I'm very involved in older people's issues in Sussex and have links to groups working to improve things for the local community. Patient participation refers to patients taking an active interest in their own health care and as part of your Patient Participation Group (PPG) I seek to support the patients and the practice in this aim, and the practice in its dealings with other bodies, including improving communication through newsletters, websites and other means and organising health promotion events in partnership with the practice. As a group we need your support so why not contact us to find out what you can do to help?

I have just been re-elected for a further 3-year term as Public Governor for the South East Coast Ambulance Service NHS Foundation Trust (SECAmb), and for those who would like to support the service by becoming a member I attach information about free membership. I am also on the executive of The South East England Forum on Ageing (SEefa) and their representative to the United Kingdom

Advisory Forum on Ageing (UKAFA) I'm always willing to listen, and carry forward to the practice, or either of the above organisations, any concerns, experiences or ideas (good or bad!) that you need to raise. Charter PPG and your local ambulance service need your support.

For information you can contact me on:

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Tel: 01273 603576 Mob: 07890 761164

## Updates

### **PPG Network meeting 21<sup>st</sup> April attended by Helen Phillips and Nora Mzaoui**

The meeting was Chaired by Mike Holdgate with speakers Suzanne Novak (CCG interim lead for primary care); Dr. Christa Beesley (CCG chief clinical officer and local GP); Jane Lodge (CCG engagement lead)

The meeting started with Suzanne Novak giving the presentation about the planned changes to primary care in the city. She introduced the talk by emphasizing the shortage of GPs, difficulties in recruitment and how we require 20 – 30 more GP's. She also mentioned that the situation is very poor compared with other areas and that, although under great stress already, GPs need to do still more. She stressed the importance of primary care and that it is good value for money for improving health. There was some discussion about factors that influence recruitment, including workloads, recruitment difficulties and limited health education among the public. One theme was about helping patients to access primary care more quickly and ways in which this is an equalities issue (the map of where GP practices are located is one illustration of this).

The Extended Integrated Primary Care Programme (EPIC) was described and discussed. Where it has been operating (16 practices) evaluations are favourable but funding will not continue. However, at least one aspect – the community navigators – will be continued in the participating practices. More info:

<http://epic-pmchallengefund.uk/practices-pharmacies/>

Another theme was how the CCG is supporting GPs to take more proactive approaches to keeping people healthier longer, in terms of mental as well as physical health. Nearly half the practices in Brighton and Hove have signed up to a national contract of enhanced services. This involves reviewing patients to identify the 2% most at risk of avoidable emergency admission to hospital and drawing up individual coordinated care plans for health and wellbeing. Questions were raised about the validity of the 2% target in every case, and about what is being encouraged to improve the lives of those who have debilitating conditions that are not related to emergency admissions to hospital. This part of the presentation was illustrated by figures from the recent local audit about premature mortality. The city has higher mortality rates among 18-74 year-olds than other parts of England and other parts of the South East, and the rate is not uniform across the city.

Another key point is that our CCG will promote patient participation at decision making level, and that PPGs will become the backbone of this representation, working within clusters of practices which will be encouraged to sign up to a local contract, “Healthier and Happier Brighton and Hove”. It will be an ‘outcomes orientated contract’ with key outcomes such as:

- Improved detection of coronary heart disease, COPD and dementia;
- Improved flu immunisation rate;
- Higher percentage of health checks for those living in the most deprived areas;
- More smokers quitting;
- Increased survival rates from lung cancer, breast cancer and prostate cancer;
- Reduction in under-75 mortality rates in adults with serious mental illness;
- Improvement in emotional health and wellbeing among children and young people.

The role of PPGs within clusters will be developed, possibly for autumn 2015. A GP’s perspective about the changes was given by Dr Christa Beesley, who spoke enthusiastically about her belief in the potential power of patient involvement in their own health, and as PPG members.

The second part of the meeting included a talk by Jane Lodge about structural changes to the way in which patient and public opinions are made known to the CCG Board. A new committee, called Participation and Communications Assurance Committee or PARC, will be chaired by Mike Holdgate who is also Chair of the PPG network. It will include members from all organisations in the city where patients and the public have a voice so that all views can be brought together for consideration by the CCG. PPGs will be represented by two patients elected through the PPG network.

Healthwatch Brighton and Hove (HWBH) informed the meeting about imminent ‘enter and view’ visits to GP surgeries and that the relevant PPGs will be contacted in order to collaborate.

## PPG Network meeting 13<sup>th</sup> July 2015 – attended by Nora Mzaoui

The meeting was chaired by Mike Holdgate with speakers Kirsty Sibandze (NHS ENGLAND), Jennie Moore (Community Works/TDC) and Jane Lodge (CCG engagement lead). Also attending was Nicky Cambridge, Chief Executive Officer of Healthwatch.

The main point discussed at this meeting was the closure of Goodwood Court Surgery (GWC) and the take -up of their patients by Charter Medical Centre (CMC) and some surrounding surgeries.

Last month the CQC decided to close Goodwood Court Surgery due to unsatisfactory care for its patients. This meant the patients of that surgery were offered to be relocated to Charter medical Centre (especially the most vulnerable ones) as first choice however patients were given the choice to register somewhere else.

Our main concern as the Charter Patient Group and the wider PPG, as well as Charter patients, was **the lack of communication** around this matter. Although GWC patients received letters regarding the immediate closure of their surgery and the available options, patients at CMC received none. The only information available to Charter patients with regards to the changes was the information on the website and information on the display screen in the waiting area.

Another concern raised was around the **available resources and capacity** of CMC to accommodate the influx of new patients. Other PPG reps commented that their surgeries were inundated with patients from GWC (e.g. Wish Park

surgery and Sackville Road surgery) and were struggling to cope.

Lastly, we wanted to know **what procedures** are now being put in place to ensure situations like these will be handled more transparently in the **future**.

At the meeting Kirsty Sibanze, representing NHS England, was able to hear our concerns and respond accordingly. The following points of interest were made;

- This was the first situation in the whole country where the CQC decided to close a surgery with immediate effect.
- NHS England acknowledges that the situation wasn't handled very well and regrets the fact that Charter patients were not informed of the changes by letter (like the GWC patients).
- Both CQC and NHS England will take on our concerns raised to ensure this will not happen again in the future.
- In terms of capacity, CMC were allocated an amount of available appointments specifically for the GWC patients, however, so far not all appointments have been used. To deal with the increased numbers of patients the surgery didn't take on more GP's but increased the time slots available for appointments.

Although some of our concerns were not addressed properly, the matter will be continually monitored by Healthwatch who also raised concerns at the meeting

Or leave a message at the Surgery!

### **EPIC trial to end:**

One of the most important points to be made at the recent PPG network meeting this April was that the EPIC initiative (which has been operating out of Charter Medical Centre) is to end in November as funding has been withdrawn. 'EPIC' is a pilot scheme which has seen extended surgery hours – which benefitted not only Charter patients, but those from neighbouring surgeries. In a week which has seen David Cameron renew his pre-election pledge to create a 7-day a week NHS, some might consider this move as somewhat misguided or at least at odds with current thinking.

Increasingly, working people in our community need access to healthcare at weekends and after hours during the week. Whilst appreciating it is a strain on current staffing resources, it does seem to have been a very popular move. Let's hope then, with adequate funding in place – and with the necessary staffing levels - the CCG will be able to implement this system permanently.

### **Charter Patient Group**

If you want to contact us about any of the items mentioned in this newsletter or about getting involved you can reach us by;

Email:

[charterpatientgrouphove@gmail.com](mailto:charterpatientgrouphove@gmail.com)

Facebook:

<https://www.facebook.com/pages/Charter-Medical-Centre-Patient-Group-PPG/1408978932666623?fref=ts>

Website:

<http://www.chartermedicalcentre.co.uk/ppg.aspx>

### **Forthcoming meetings**

**Monday 14th September 2015 6.45-8.30 pm**

PPG Public meeting held at Charter Medical Centre, Davigdor Road, Hove.

We will have a speaker, Hannah Lane from Active for Life, talking about Active for Life's activities.

Active for Life is the Council's Community-based project which supports people from targeted neighbourhoods and groups to take part in sport and physical activity. They offer a wide range of programmes, helping residents to reap the many benefits of being more active. All sessions are inclusive and friendly and participants can work at their own level.

Hannah will talk about the project on a whole and about the In Shape for Life programme and its many benefits.

Thanks for reading!

### **Disclaimer**

The content of this newsletter is for general information. The articles have been accepted in good faith by the editor and the accuracy of statements has not been independently checked. The PPG committee accepts no liability for any inaccuracies or omissions. Readers should consult appropriate health professionals on any matter relating to their health and wellbeing.