

# WEST WIGHT MEDICAL PRACTICE

PPG Meeting No. 17  
Thursday 21 May 2015 @ 18.00  
Held at Brookside Health Centre

Present: Steve Cowley, Charles Davidson, Alan Ingram, Jim Malia, Phyllis Phillips,  
Linda Barnes, John Howe, Clive Oliver, Sonya Allen (ANP) & Carina Eccles

Apologies: Pru Bicknell, Tina Burgoyne, Bill McKenzie

## **Staff Changes**

A pharmacist will be joining us at the end of July this year. This post is funded for one year and is to be shared between West Wight, Carisbrooke, Dower House and Cowes Surgeries. The pharmacist will be looking at patients over the age of 75, who are on 5 medications or more and at high risk of going into hospital. This is a new role and there will be a limited number of patients each week. More details of this will be given at the next meeting.

## **Minutes of Meeting No. 16**

No matters arising.

## **New Members**

Everybody welcomed Linda to the group. Linda was a member of the Virtual Group and she contacted Carina after the minutes of the last meeting was sent out.

## **Care Navigator**

Becca Cook joined the West Wight team beginning of April. She is employed by Age UK and the post is partly funded by the IOW CCG. She scheme was piloted in the Ryde area last year and Becca was one of the care navigators there. She will be with us 3 days/week and will take referrals from doctors, nurses and other staff at the practice. If anyone feels they would benefit from her services please let any member of staff at the surgery know and they will pass your request on.

# ***Care Navigators***

*Care Navigators offer free and impartial advice to assist people aged 50+, as well as families and carers, with any challenges they may face.*

**Care Navigators** visit people in their own homes. They listen to what is important to the individual and discuss how to achieve their goals. They provide support to access appropriate services within Age UK Isle of Wight and partner agencies to best meet the person's needs.

**Care Navigators** can work with people for up to 6 visits, they promote independence, self-confidence and self-management to increase a persons sense of health and wellbeing.

**Care Navigators** can support you with accessing a wide range of services.

Some examples are:

- Social activities
- Day care
- Domestic support
- Falls prevention
- Benefits and housing issues
- Home safety
- Minor aids and equipment for the home

**Access to the Care Navigator Service can be made by:**

- Self referral
- Referral from Health & Social Care professionals
- Referral from Voluntary Services

**To find out more, or to make a referral, please contact:**

**Telephone:** 525282 or **Email:** [care.navigators@ageukiw.org.uk](mailto:care.navigators@ageukiw.org.uk)

Working in partnership with:

Age UK Registered Charity Number. 1118711

## **Test Results**

Jim wonderer whether it would be possible to produce a list of ranges for various test results as a guide to patients to know what to expect.

A lot of clinical training is needed to interpret test results and what is normal varies from patient to patient. A clinician needs to review each result on an individual basis.

When the results come into the surgery they are sent to the doctors/ANPs, who then put a comment against the result for HCAs or nurses to pass to the patients when they phone in for results. If a doctor/ANP has not added a comment against the result, the HCAs or nurses are unable to help the patient.

If the doctor is happy with the result and there is no follow up needed, the patient will not be contacted. If the result requires urgent action the lab will contact the surgery, who will then contact the patient as a matter of urgency.

## **Appointment System**

If a patient needs to be seen on the same day and there are no appointments available, they will be asked to come to the surgery for a "sit & wait" appointment. These are done in ½ hour time slots with a limited number of patients per slot. The patient will then be seen by either an Advanced Nurse Practitioner or Doctor on the Duty Team, depending on the nature of the appointments. This is why the receptionists need a very brief indication of what the problem is so that they can pass this on to the Duty Team.

We are slowly releasing pre-bookable appointments to try and find the right balance between pre-bookable and same day appointments. The demand is still very high to be

seen on the day and until this reduces we cannot release too many pre-bookable. If a doctor/ANP wants to see a patient for follow-up, they can make the appointments.

## Vanguard

Clive gave a brief explanation what the Vanguard is all about. Please see extract from My Life a Full Life Website below. [www.mylifeafulllife.com](http://www.mylifeafulllife.com)

## What is Vanguard?

Vanguard brings support to help local areas develop new models of care that are essential for the NHS and people.

## New Care Models-Vanguard Sites announced

On March 10th the Isle of Wight, along with 259 other organisations and health and social care partnerships, expressed an interest in leading the development of a new care model, with the aim of transforming how care is delivered locally. Following a rigorous process, involving workshops **presentations** and the engagement of key partners and patient representative groups, the Island was successful, along with 28 others, in becoming a **national Vanguard pilot site**.

## What does this mean?

It means the Island will take a national lead, through My Life A Full Life, in transforming care for people, families and carers and those using health and social care services. This will be one of the first steps towards delivering the **Five Year Forward View** and supporting improvement and integration of services, and tailored national support.

## AOB

John asked whether the new proposed Assisted Living Development at Green Meadows, Freshwater (60 dwellings) would have an impact on the surgery.

Clive answered that the practice should be able to cope as the number of registered patients have actually reduced over the past few years.

Charles commented that the anti-bacterial hand-cleanser was not very visible at Brookside. Clive – this is not a requirement but a service we provide for anyone who wants it. There are only a limited number of places where it could go and it needs to be fixed to a wall.

Charles also wondered whether we would be interested in having a Healthwatch Co-Ordinator coming to a meeting – yes please.

Steve – how did CQC go. Clive – we are still waiting for the report (2 ½ months after the inspection). Apparently the rules changed in April so the reports are taking longer than CQC anticipated.

Steve – as the PPG is about developing partnerships would it be a good idea if member of the group spoke to patients in the waiting room to find out what they think and what their concerns are so that this can be brought to the meetings. Yes by all means. Come and see Carina first so that we can sort some ID to make patients aware of who “you” are. We would probably need to put up a notice in the waiting room first, again to make patients aware of what is happening.

### **Next Meeting**

Thursday 24 September 2015 @ 6pm at Brookside.