





**PATIENT PARTNERS BOARD  
Minutes from the Meeting held on Wednesday 15 March 2017  
Meeting Room 1, Walshaw House**

<b>Present:</b>	Michelle Pilling	(MP)	Deputy Chair/Lay Advisor, Quality & Patient Engagement (Chair)
	David Rogers	(DR)	Service Partner, Communication and Engagement
	Prudence Alderson	(PA)	Hyndburn Locality Patient Representative
	Ronnie Barker	(RB)	Rossendale Locality Patient Representative
	Malcolm Beck	(MB)	Burnley Locality Patient Representative
	Susan Lockett	(SL)	Ribblesdale Steering Group Representative
	Carol O'Brien	(CO)	Hyndburn Locality Patient Representative
	Diane Owen	(DO)	Rossendale Locality Patient Representative
	Jerry Stanford	(JS)	Airedale Governor Pendle East and Colne
	Mary Thomas	(MT)	Pendle Locality Patient Representative
	Rachel Watkin	(RW)	Hyndburn Locality Manager
	Andy Laverty	(AL)	Rossendale Locality Manager
<b>In Attendance:</b>	Dr Lisa Rogan	(LR)	Head of Medicines Commissioning
	Simon Leigh	(SL)	Health Economist, ORCHA
	Yvonne Brown	(YB)	Improving Care Manager, Diabetes UK
	Debbie McCann	(DM)	Executive Assistant
<b>Apologies:</b>	Cath Coughlan	(CC)	Pendle Locality Manager
	Neil Beecham	(NB)	Burnley Locality Patient Representative
	Jim Duxbury	(JD)	Ribblesdale Locality Patient Representative
	Naz Zaman	(NZ)	Lay Member, Equality and Inclusion
	Kirsty Slinger	(KS)	Burnley Locality Manager
	Kirsty Hamer	(KH)	Ribblesdale Locality Manager
	Helen Hedges	(HH)	Pendle Locality Patient Representative

Min Ref:		ACTION
17.01	<p><b>Welcome and Introduction</b></p> <p>The Chair welcomed everyone to the meeting and introductions were made. Ronnie Barker formally tendered his resignation from the PPB as a result of his vacating the Rossendale Patient Representative position on the Rossendale Steering Group. The Chair formally acknowledged his help and support and thanked him for his contribution both to the Patient Partners Board and the Rossendale Locality.</p>	
17.02	<p><b>Apologies</b></p> <p>Apologies were noted as listed above.</p>	
17.03	<p><b>Prescribing Consultation</b></p> <p>Dr Lisa Rogan attended to present the Prescribing Consultation questioning if the NHS prescribing of medicines that are low cost and readily available over the counter for minor conditions is a sustainable use of NHS resources.</p>	

	<p>NHS East Lancashire Clinical Commissioning Group (CCG) continuously reviews the services it commissions to ensure that the local health budget is spent as effectively as possible. The CCG has a finite budget and wishes to spend this funding on medicines that are known to be effective, as well as on medicines and treatments for more serious illnesses and conditions. The NHS Constitution commits the CCG to provide best value for taxpayers' money and to make decisions in a clear and transparent way.</p> <p>The CCG currently spends approximately £625,000 each quarter on prescriptions to treat conditions that could be managed by products bought over the counter. It is estimated that approximately 40% of these prescriptions are an unnecessary cost to the NHS locally causing significant pressure on the budget.</p> <p>The CCG is asking patients to visit their pharmacy and avoid going to their GP to obtain an NHS prescription for minor self-limiting conditions and encourages people to look after themselves through self-care and self-management wherever possible.</p> <p>Residents of East Lancashire are invited to express their views by:</p> <ul style="list-style-type: none"> <li>• Completing an on line survey which can be accessed at <a href="https://www.surveymonkey.co.uk/r/ELselfcare">https://www.surveymonkey.co.uk/r/ELselfcare</a></li> <li>• Obtaining a questionnaire or forwarding comments to <a href="mailto:communications.eastlancscg@nhs.net">communications.eastlancscg@nhs.net</a> or by telephone: 01282 644627</li> </ul> <p>RB recommended that more engagement be carried out with GPs. <b>Action: DR to include member practices in the Consultation.</b></p> <p><b>Action: Members were asked to encourage people to express their views and access the survey and/or questionnaire.</b></p> <p>JS commented on the need for a thorough cost/benefit analysis. CO'B raised a concern about patients being over cautious in seeking medical advice</p> <p>Wastage of prescribed medicines has been estimated at up to £300m per annum nationally which represents poor value for money and it is proposed that patients order their prescriptions directly with their GP Practice which should have the impact of reducing waste, volume and cost growth.</p> <p>A copy of the presentation is attached for reference.</p> <p><b>Action: LR to be invited back to discuss the outcome of the consultation at a future meeting.</b></p>	<p>DR ALL</p> <p> Self care prescribing v0.01 - LR - March 1'</p> <p>LR</p>
17.04	<p><b>Minutes and Actions of the meeting held on 29 November 2016</b> The minutes of the meeting held on 29 November 2016 were approved as an accurate record and the action matrix was updated and is attached for reference.</p>	<p> 4 PPB Action Matrix 15.3.17.docx</p>
17.05	<p><b>Matters Arising</b></p> <ul style="list-style-type: none"> <li>▪ DR has discussed the draft Commissioning Intentions with Jason Newman, Head of Performance and Delivery and advised members that they will be circulated before the next meeting.</li> </ul>	<p>DR</p>

	<ul style="list-style-type: none"> <li>There were no declarations of interest declared.</li> </ul>	
17.06	<p><b>Feedback from the PPG Workshop on 25 January 2017</b> Over 80 PPG and GP Practice representatives attended the PPG workshop on 25 January 2017 at Walshaw House.</p> <p>Michelle Pilling, Deputy Chair of the CCG and Lay Advisor to the Governing Body set the context, bringing PPGs and Practices together to share experiences and learn from each other. Jerry Stanford, Chairman of Richmond Hill Practice PPG gave a presentation reflecting his experience of how the PPG has, and continues to evolve and that patient participation is about patients and practices working together.</p> <p>Helen Harrison, Practice Manager at Kiddrow Lane Medical Practice, shared her experiences as one of only three East Lancashire GP Practices assessed as outstanding by the Care Quality Commission and the involvement of patients in the Practice. One initiative is to free up the phone lines at the Practice and encouraging patients to use on line services. The Practice organised a rota of patients to come into the Practice to help to promote the service and encourage other patients to go on line. The practice is planning on running more sessions to encourage more communication to be done digitally.</p> <p>Marc Schmid, gave a presentation about the role and power of Facebook and social media for PPGs and his role of training GP Practices and PPGs in the Midlands and locally to make the most of digital technology, including social media and closed PPG groups. Marc's colleague, Ben Greenwood shared information about the Organisation for the Review of Care and Health Applications ORCHA who carry out impartial reviews of health and care related apps.</p> <p>Participants took part in group work throughout the afternoon and a feedback report has been circulated reflecting on learning from the workshop. Notes from the group work were also circulated for reference.</p> <p>PPG awareness week in June was discussed and it was suggested to have a theme to drive awareness of PPGs and encourage growth.</p> <p>Further workshops will be considered on an annual basis</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li><b>DR to include an article on Connect in the CCG Bulletin: Connected.</b></li> <li><b>Key messages from the workshop will be shared with Practices who were unable to attend.</b></li> </ul>	<p>DR</p> <p>DM</p>
17.07	<p><b>Diabetes Awareness, PPG Awareness Week and “Know your Risk” training for PPG members.</b> The Chair welcomed Yvonne Brown, Improving Care Manager with Diabetes UK.</p> <p>Yvonne informed members that there are currently 3.8 million people diagnosed with type 1 or type 2 diabetes, a figure which is growing and estimated to reach 5 million by 2025.</p> <p>Diabetes is the leading cause of blindness and the most common cause of kidney failure. It is also the cause of 135 amputations per</p>	

	<p>week and reduces life expectancy by 10-20 years. Diabetes uses £10 billion ie 10% of the NHS budget, 80% of which is spent on managing avoidable complications.</p> <p>Diabetes UK is the leading charity, that cares for, connects with and campaigns for people with diabetes, providing information, advice and support. Diabetes UK is not funded by the NHS, local or central government and relies totally on fundraising. They promote national campaigns: Type 1 Diabetes Make the Grade - in schools, 10 steps towards healthy feet, Taking Control and Type 2 Diabetes – Know your Risk, which enables the calculation of the risk of developing Type 2 diabetes and shares small changes to be made to help reduce the risk of developing the illness.</p> <p>Trained volunteers and staff can deliver the Know your Risk Process in support workplaces and community events and provide face to face report and offer information to help people reduce their risk.</p> <p>Following discussion it was agreed to combine this years PPG Awareness week with a diabetes theme including Know your Risk training.</p> <p><b>Actions: Ahead of PPG Awareness week:</b></p> <ul style="list-style-type: none"> <li>▪ <b>MB to discuss lifestyle changes to avoid Diabetes and reduce the risk of heart condition</b></li> <li>▪ <b>YB will support diabetes awareness and will look at a training event for May or June ahead of the awareness week</b></li> <li>▪ <b>DR to support a campaign ahead of PPG Awareness Week.</b></li> </ul> <p>A copy of the presentation is attached for reference.</p>	<p><b>MB</b></p> <p><b>YB</b></p> <p><b>DR</b></p>  <p>Diabetes.pptx</p>
<p><b>17.08</b></p>	<p><b>Organisation for the review of Care and Health Applications - ORCHA</b></p> <p>The Chair welcomed Simon Leigh, a Health Economist with ORCHA, who attended to provide a presentation to the Board with regard to promoting better Apps for better outcomes and driving transformational change.</p> <p>Its main purpose is to carry out independent and impartial reviews of health and care related apps and to present this information clearly to aid decision making. ORCHA uses a clinically and academically validated framework to thoroughly assess apps and present the results in an easy to search app database. The website and mobile versions make it easy to find relevant apps by category or keyword, and the relevant apps reviewed are summarised with two main scores – Value and Risk, as well as identifying key functions of the app. This scoring and function system makes it easier for patients to identify and compare the best apps for patients’ needs, to support health and wellbeing, needs or goals.</p> <p>A copy of the presentation is attached for reference.</p>	 <p>ORCHA Slides for Simon 15.3.17.pptx</p>
<p><b>17.09</b></p>	<p><b>Locality Update</b></p> <p>Feedback was received from Locality members:</p> <ul style="list-style-type: none"> <li>▪ Pendle – There are issues with regard to Syrian refugees and their registration with doctors and dentists. MP advised that</li> </ul>	

	<p>services are commissioned in advance of placements</p> <ul style="list-style-type: none"> <li>▪ Rossendale – The Rossendale locality have an Asylum Seeker Support Group which is very effective in providing English speaking classes and advice with Housing, GP and Dental registration etc.</li> </ul>	
<b>17.10</b>	<p><b>Items for Information</b></p> <p>17.10.1 Schedule of meetings for 2017 for diary information.</p> <p>17.10.2 Issue 1 of ‘Connected’ – a CCG bulletin of health news and developments across East Lancashire. RW raised a concern about the possible confusion that might arise through the misunderstanding of Connected and the Connect Soft Intelligence System. <b>Action: DR to include a regular feature in Connected about Connect.</b></p> <p>These items have been circulated for information and reference and are taken as read. Comments and feedback welcome.</p>	
<b>17.11</b>	<p><b>Any Other Business and Close</b></p> <p>17.11.1 - DR advised of a current telephone scam operating in the area. LCC have provided detail in a briefing which will be circulated to members.</p>	<b>DM</b>
<b>17.12</b>	<p><b>Date and Time of Next Meeting</b></p> <p>17 May 2017, 10am – 12 Noon in Meeting Room 1, Walshaw House</p>	