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North Somerset Prioritisation Panel

Tuesday 17th May 2022

10.00am - 12.30pm

Zoom

Public Minutes

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| **Abbreviations** | | |
| AWP | | Avon and Wiltshire Mental Health Partnership NHS Trust |
| BNSSG | | Bristol, North Somerset, and South Gloucestershire |
| CAMHS | | Children and adolescence mental health services |
| CBT | | Cognitive Behavioural Therapy |
| CQC | | Care quality commission |
| CYPMH | | Children and Young People Mental Health |
| F2F | | Face to face |
| E&V | | Enter and View |
| HW | | Healthwatch |
| HWNS | | Healthwatch North Somerset |
| HWBNSSG | | Healthwatch Bristol, North Somerset, and South Gloucestershire |
| ICP | | Integrated care partnership |
| MH | | Mental health |
| OTR | | Off The Record |
| PPG | | Patient participation group |
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| **1.** | **Welcome, introductions, and apologies** | |
| **Conflicts of Interest**  Nothing declared. | |
| **2.** | **Minutes of previous meeting** | |
| Correction made to first page- should be “Worle” not “Wells”.  Minutes approved. | |
| **Actions addressed and updated in Log or pending** | |
| **People who are not mobile struggling to get dental home visits- Ongoing.**  Information has been collated from the Community Dental Service who support people for home visits and with extra care needs and shared with:   * The multi-disciplinary team * Care home hub * A community nurse who supports people who are homeless and drug users   Final action will be to share the information with the homecare companies accessing people who are housebound and immobile.  **Graham Road Surgery- booking appointments-** **Ongoing**  UoB academics have asked to speak to the HW team about the plans for Graham Road.  There is the potential for a HW E&V at Horizon and Graham Road in the Autumn.  Pier Health Group CEO is aiming to improve Graham Road PR by highlighting positive changes including:   * Starting a new improved telephony system * Recruitment of an additional GP at Horizon * More Nurse Practitioners at Graham Road * Now have 16 people answering phones at a site combined with Graham Road   **CAMHS- eating disorders-** **Ongoing**  Fact-finding has been carried out on AWP programs, HW reports, BNSSG reports, etc.  Next steps:   * Complete a Theory of Change document and an Equality Impact Assessment * Contact AWP and other organisations to build a steering group looking at the current service, initiatives, plans, and reports   **Emergency Dentist**  The emergency dentist was set up as a 24/7, 365 system. Claim to have 14 dental practices to deliver urgent care to people without dentists.  **Clevedon Medical Centre negative feedback-** **Closed.**  Negative feedback received in August 2021, but nothing since. They are on the list of providers who receive the reports. HW will keep an eye on this but not pursue it further at this stage.  **Vitaminds and other MH services-** **Ongoing.**  Have a waiting list of around 4,000 people for their services.  They are keen to work with HW to get more people access to low-level MH support.  The Additional Roles Reimbursement Scheme (ARRS) are GP based and do preventative work so could provide an alternative. However, it is unclear who are hiring for what roles etc. This is on the agenda for the next PPG meeting.  Upcoming changes include dental people being trained in prevention, new care navigators, and Off the Record working in Somerset schools.   * Off the Record is not a big enough to provide a significant service in the short term. MH support teams are currently being trained to start in 2023 in secondary schools with a focus on areas with the most need.   **Graham Road new GP and Health Centre-** **Ongoing**.  The PPG chairs meetings have been restarted and current and former members of the PPG will have a discussion towards a positive and beneficial service.  **GP online services-** **Completed**.   * Predominantly three apps are being used. * E-consult is the most common. * Ask my GP is the least used except by Pier Health.   **Elective surgery delays-** **Completed**.  Information was gathered on:   * Shepton Mallet and Emersons Green websites, service offers, and CQC reports. Shepton Mallet was “outstanding” in all categories, Emerson Green had “requires improvement” in one category. * NHS waiting lists in BNSSG- both websites give details about how to choose your own hospital services and claim shorter waiting times.   **Access to NHS dentists-** **Ongoing**.  There is a local dentist meeting on 1st July that HWNS will attend.  **Children’s mental health**  Off the Record are planning to go to schools for CBT one-to-one and group work. There are also MH apps for children now.  **Alternatives to talking therapies**  Alternatives include self-help books, ecotherapy, holistic services, peer support, apps, etc.  Ecotherapy- HWNS is encouraging a dementia friendly community allotment to surround the new health centre. Ideally building one in the hospital and at the back of the AWP unit.  **Enquiries into Audiology services-** **Ongoing**.  Only two local services found but no time to fully explore this yet. | |
| **3.** | **Patient Feedback report Q4 2021-2022**  **Selected items for the Matrix** | |
| **Children Mental Health and access to CAMHS- including any impact from OTR move to NHS** - Score = 20  Potential workplan for 22/23.   * HW needs to have a strong representation on any body that oversees services. * A panel member mentions their involvement in The Citizen’s Assembly who have the same issues appearing for prioritisation.   Action- find out where HW can be represented, go to meetings, and make sure the services follow through on plans.  **Access to dentistry** - Score = 18.   * There is the concern of dentistry’s attention shifting away from patients as it comes under fewer and fewer companies. * Many dentists don’t want to take on NHS patients because they can’t cover the costs. * The Times reported over 86% of dentists are not taking new patients and many dentists are not accepting children. * There is no standard formula for deregistering patients, it is decided by the practice and there are no appeals processes. Some have a cut off time of only 12 weeks, even during Covid closures.   There are dental reform programmes through the local dental network. HW needs to ensure feedback is collected while these new processes are put into place.  **Access to GPs, especially F2F** – Score = 20.   * Need to publicise changes in access- service efficiency would be greatly improved if the majority of people can use e-consult. Not everyone is able to or needs to use e-consult services, but HW can encourage them and ensure GPs actually use e-consult. * Routine appointments are no longer available at Mendip Vale and can only be booked on the day now, but this means everyone is treated as an emergency. * The new Digital Inclusion project in HWBNSSG has been delivering one-off sessions across NS. * Mendip Vale suggested trying a triage system to fast track the urgent calls. Another idea included using the TV screens in NHS areas for messaging about how to use services. * It is still widely believed that you have to ring by 8:30 to be seen that day- overloading the system. Messaging could be changed around this.   **Poor maternity care by midwife in Nailsea** –Score = 10  One piece of very negative feedback received via the website.  HW has met with the Maternity, Equality, and Equity department at BNSSG who wanted to work with HW. Not clear how this will go forward yet.   * A panel member worries there is a theme of people not being induced on time due to a lack of beds in St Michael’s. This can lead to infections and emergency C-sections.   + This will be further investigated and possibly scored higher.   **Demographics collection**  Demographics are useful in knowing who are having the issues with access or experience, especially people with protected characteristics. This helps when developing projects to prioritise people with the poorest outcomes.  They also help to find out who has access to HW, whether it is always from a certain group of people or if there is a representative range.  The section can also be left blank if the person leaving feedback does not want to share this information. | |
| **Recommend actions areas on high scoring issues** | |
| **CYPMH**   * Find out where HW can be represented, go to meetings, and make sure the services follow through on plans.   **Access to dentistry**   * Follow the dental strategies as they develop and hold them to account.   **Access to GPs**   * Create awareness * Utilize digital inclusion project for specific areas * Improve messaging around when to phone for an appointment   **Maternity care in Nailsea**   * Look into the potential theme of lack of beds causing delayed induction of labour and emergency C-sections. | |
| **4.** | **Service Provider & Commissioners Update** | |
| **Unheard Carers Project**   * Includes case studies of less heard from carers including traveller communities, LGBTQ+ groups, Syrian Refugees, and people with disabilities. * Linking up with NS Council who are putting their carer strategy together. * The BNSSG carers partnership group will also be getting involved.   **Healthy Weston 2 Project**   * Going ahead with option 2- selected through the Citizen’s Assembly and the Health Overview and Scrutiny Committee. * Not considered to be a significant service change- therefore going to an eight-week public consultation starting on the 7th of June.   A national consultation on working in partnership with people and communities- it is statutory guidance that came out from the government recently around how integrated care takes into account people’s opinions on care. | |
| **5.** | **Any other business** | |
| * A panel member suggests HW should opt into the Woodspring MH ICP new strategy. | |
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