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North Somerset Prioritisation Panel

Tuesday 15th February 2022

10.00am - 12.30pm

Zoom

Public Minutes

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| **Abbreviations** | | |
| BNSSG | | Bristol, North Somerset, and South Gloucestershire |
| CAMHS | | Children and adolescence mental health services |
| CCG | | Clinical commissioning group |
| CQC | | Care quality commission |
| F2F | | Face to face |
| HW | | Healthwatch |
| ICP | | Integrated care partnership |
| ICS | | Integrated care system |
| MH | | Mental health |
| MIU | | Minor injuries unit |
| PPG | | Patient participation group |
|  | | |
| **1.** | **Welcome, introductions, and apologies** | |
| Brief introductions including new Area Lead- Stephen Watters:  Used to work for multi-national companies in the automotive industries and started a new business after moving south. Started volunteering 13 years ago with Citizen’s advice and worked in the community with residential care and nursing hubs. He uses his training as a stage manager to go into residential care homes and put on shows and other creative engagement. He is especially interested in issues around dementia. Spent time volunteering with Sirona and residential support teams to improve engagement and train staff in how to use creative arts in their role as carers. In 2019 was invited to present to the National Conference of frailty nurse specialists on the creativity in care environments.  **Conflicts of Interest**  Nothing declared. | |
| **2.** | **Minutes of previous meeting** | |
| Approved. | |
| **Actions addressed and updated in Log or pending** | |
| **Item 19- Eating disorders- CAMHS**   * This is an upcoming workplan project- there are multiple items about eating disorders. This service needs to be looked at across BNSSG at a system level.   **Item 18- Clevedon Medical Centre negative feedback.**   * Previously on hold, practice manager will be emailed.   **Item 20- VitaMinds, IAPT, and community mental health.**   * Mental health services are changing, and funding is increasing. HW needs to be informed on the current situation. * Fact finding to be done through the council and director of public health about MH plans and dual diagnosis.   **Item 21- Graham Road appointments**   * Difficulties around their “Askmygp” service not working correctly. * Plans for meetings with the chair of the PPG and practice manager at Graham Road for information on what is happening following the CQC report.   **Item 22- Talking therapies**   * Key concerns- long waiting times for talking therapies and CBT as the only therapy offered. * HW will look at the issues around talking therapies and what else is available now or in the future. * Information will be compiled on additional roles (eg dedicated mental health nurses) and which ones are hiring etc.   **Item 23- Excellent Feedback for the MIU at Clevedon**   * Lots of positive feedback for Clevedon MIU- HW sent a positive email to congratulate them. Received a reply saying they were grateful for the positive feedback. | |
| **3.** | **Patient Feedback report Q3 October-December 2021**  **Selected items for the Matrix** | |
| **Access to GP services**   * Problems with various methods of access- AskmyGP, phone appointments, and F2F appointments. * Potential to look at which apps people are using to access their GPs and at what each surgery’s current system for appointments is and how it has changed, possibly through a mini survey by the PPGs.   **Elective Surgery Delays**   * Very long waiting times. * Mention of the central government’s announcement about a new information system which gives waiting times estimations. To be investigated. * Treatment centres at Shepton Mallet and Emerson Green have not been looked at yet.   **Access to dentists**   * Issue includes people being struck off if they didn’t see their dentist, even during covid. * The government website refers people to HW for dentist related issues, but this is to be taken off as it is not HW’s role to assist in individual cases. * Practices are required to update their website to keep people informed but many places are not doing this. Best action is likely to press them to give correct and up to date information.   **Children’s mental health- potential workplan project**   * Likely to be a main project for the coming year. * The community mental health ICP has been awarded more money and is doing a lot of work on this. * Education mental health practitioners are planned to start, possibly by the end of the year, and Off the Record is now doing school visits | |
| **Recommend actions areas on high scoring issues** | |
| **GP services**- gather information on why some people are getting poorer access than others and explore what apps people use for access. Potential of using PPGs for help with this.  **Elective surgery**- ask the CCG about how we can promote the information about this system locally.  **Dental access**- potentially write a letter to the Southwest commissioner for dental services about the key issues, especially the issues about people being struck off and websites not being updated.  **Children’s mental health**- make contact with Off the Record | |
| **4.** | **Service Provider & Commissioners Update** | |
| **Strategic update- Dental**   * Dentistry will become a locally commissioned service in 2023 by CCG or ICS. Until then they are working on a dental reform program. In the meeting they thanked HW for all the feedback in the past few years. * Three main work strands as part of their reform program:   + Access- includes access for children to dentists   + Prevention   + Training * Local dental network- HW will get involved in the meetings which will help with information sharing.   **NHS 111 campaign**   * NS website is promoting the recently launched campaign to help people understand services. Sirona has been leading this to create this awareness. * Severnside has been developing new pathways for 111 to reduce the number of people going to A&E. This has been successful and is being rolled out in other areas of the country.   **Southmead A&E project**   * Attended 8 sessions and asked people to fill out a survey about why they were attending A&E. * The report was shared with the CCG which highlighted problems such as GPs suggesting patients go to A&E due to lack of available appointments or specialist services. * Issues arise from people being unable to get weekend and out-of-hour appointments. | |
| **5.** | **Any other business** | |
| **Update on Healthy Weston phase 2.**   * HW has been commissioned to set up a reference group. * Likely to be a major service change which will mean a consultation will happen in June.   **Audiology**   * Issues with audiology and the lack of services in Portishead, Clevedon, and Weston. * The service is centralised so you can’t directly contact your local services. * HW will make some enquires to explore this issue further. | |
| **Next meeting:** Tues 17th May 2022 | | |