

Updates

Community Healthcare Project.

Mental Health.

Carer Support – Clinical
Commissioning group.

Sharing Medical Records.

Alan Plumpton

PPG Awareness week

- Another successful week at Woodlands Garden Centre and the surgery. Thanks to Diane Wightman, Debbie Watson & Jean Kinton

Barwell and Hollycroft

- Doctors make patient app when they want to see them again during an appointment.
- Appointment system good (2)
- Blood tests take too long to get appointment.
- Good doctors & staff (35)
- Coop chemist poor.
- Notices confusing in waiting area

- Doctors keep to time. Reception to keep patients informed
- Blood tests app take too long to get
- More phone lines
- Have no appointments
- Signposting to doctors rooms

Others

Don't want to tell receptionist what my problem is.
Email contact with doctors
Receptionists act as a barrier

Community Healthcare

June 15th – George Ward Centre

Thanks to all who attended.

The Board continues to meet and further public consultations will take place with the final options being put forward towards the end of the year.

Where does Mental Health provision fit into these plans?

Mental Health Provision

- 4 hour response where a patient is in crisis.
- Increased staffing - 3 extra consultants 4 additional Nurse Practitioners
- Local GP's have access to a help line as well as "hot clinics" for the H&B area.
- A six bed "crisis house" near Leicester city which also acts as a crisis drop in centre.
- A 24/7 telephone helpline is available to support patients.
- Increased Local support through voluntary organisations.
- The METT centre in Leicester and 2 other locations, including H&B, will be developed to extend the Recovery College
- Training courses for GP's and their staff.
- Dementia – a more integrated approach will be developed. Hynca Lodge will continue to provide support for dementia diagnosis and treatment.
- New treatments will aim to ensure continuity of treatment including referral to memory clinics.
- Signposting to support agencies improved.

Carers - Health and Wellbeing Service

- Six Care workers are working across Leics. They are working with GP surgeries and also helping to identify people who are Carers but do not see themselves as Carers
- The reasons people don't access support
 - Stigma,
 - They don't recognising themselves as a carer,
 - Sense of duty,
 - Sense of failure if they ask for help,
 - Worried it may be costly,
- One in ten people is a Carer.
- 70,000 people are Carers in Leicestershire
- Caring for more the 35 hours a week you can claim Carers Allowance. Payment stops once the Carer reaches 65 years of age
- 93% of young Carers are unidentified – GCSE grades are affected because of the pressures.
- NHS is now funding Carers support groups such as Voluntary Action South Leicestershire (VASL).

Carers - Health and Wellbeing Service

Will provide a named person for advice and provide

- regular updates,
- help with new initiatives
- carer drop ins or information days,
- regular newsletter,
- support design and maintain Carer information within practices .

The Care Act 2015 means that Carers are entitled to

- Assessment ,
- Support plan
- Personal budget in their own right.

Alzymers Society has contract for memory services. This is funded by NHS.

Flu jabs free for carers.

We need to ask our doctors “How do you identify carers” and “What is the information used for”

Any PPG can nominate a Carer Lead person to link with the Health and Wellbeing service.

Sharing Medical information

- Medical Interoperability Gateway (MIG) allows (SystemOne & EMIS) to share patient records.
- Duplicate tests are often carried out (blood tests) because data does not follow the patient.
- Ambulance and OOH (Out of Hours) service will have full access to patient records.
- At the moment the system will only work within Leicestershire. Can't access Leics patients records at the George Eliot.
- Patients already agreed a "Summary Care Record" (allergies and medication) for all clinicians to see. This further development will not require any further consultation with patients other than the verbal agreement by the patient on entry to the Primary Care facility. Patients can opt out of the system if they so wish.
- Posters and Leaflets will be available

Disseminating information

- There is lots of information at CCG but they are struggling to find ways of disseminating it to the right people.
- There is a need to target Information to patients so that the right people are seeing the relevant information.
- There is a need to collect email addresses and areas of interest so that electronically information can be sent to people who have special interests. Not one size fits all which exists at the moment.
- Those without access to email must have access via a paper format but distribution may be more difficult.

The Alliance

- Organisation set up to monitor the processes patients experience during treatment.
- Patient Pathways are looked at.
- Signage being looked at. Hinckley Community Hospital and OOH
- Patients leaflets are looked at for readability.
- We are now represented on the Alliance. This will feed into the H&B Federation.

Dr Scarborough Retirement



**KEEP
CALM**

AND

CELEBRATE

Dr Scarborough

KeepCalmAndPosters.com

31st July

1pm- 3pm

Light Refreshments

Hollycroft Surgery





That's All Folks!
Any questions?

