

**Burnley Patient Participation Network (BPPN) Meeting**

**Minutes of the meeting held on Wednesday 25 October 2017  
12.30pm – 2.30pm**

**Jimmy McIlroy Stand, Burnley Football Club**

**PRESENT:**

Neil Beecham (Chair)  
Allan Whitaker  
Peter Tiernan  
Margaret Mills  
Norman Lawrence  
Malcolm Beck  
Sandie K Whitaker  
Heather Mulley  
Debra Sofia Magdalene  
Doris Fawley  
Barbara Marshall  
Gordon Salthouse

**GP PRACTICE:**

Briercliffe Surgery  
Briercliffe Surgery  
Thursby Surgery  
St Nicholas Group Practice  
Rosegrove Surgery  
Yorkshire Street Medical Centre  
Kiddrow Lane Medical Centre  
Parkside Surgery  
Rosehill Surgery  
Rosegrove Surgery  
Parkside Surgery  
Manchester Road Surgery

**In attendance**

Kirsty Slinger  
David Rogers  
Janet Whitaker  
Sue Carr  
Lorna Johns

Burnley Locality Manager, ELCCG  
Head of Communication & Engagement, ELCCG  
Spinal Extended Scope Physiotherapist, ELHT  
Practice Manager, Parkside Surgery  
Practice Manager, Thursby Surgery

**Apologies**

Nora Myles  
Thursby Surgery

Min No:		ACTION
24/17	<b>Apologies</b> Apologies were submitted as above	
25/17	<b>Welcome &amp; Introductions</b> NB welcomed everyone to the meeting and explained that the agenda would follow a slightly different order to that distributed as DR needed to leave earlier than expected for another meeting & Collette Walsh was unable to attend to update on Primary Care Extended Access	
26/17	<b>David Rogers – Communications &amp; Engagement</b>  David was in attendance at the request of members during the meeting in July.  David updated the group on the progress being made by the Pennine Lancashire Transformation team following the various engagement events with the public and stakeholders. A report has been produced with analysis of the feedback from the events, this is in the process of being ratified but can be shared with the group once this has been completed. The next stage is a Pennine Plan which will contain a business case showing the costings for the new model of care and what staff will be required to deliver it. DR suggested that by January the plan should be available and he could return to this group to discuss it and gain their views.	

	<p>The aim is to build on services already in existence rather than creating new services. In Burnley the intention is to make the Integrated Neighbourhood Teams (INTs) a larger feature, using more services in the community rather than patients being admitted to hospital, where appropriate. Historically in Burnley change has been associated with removing services as with the closure of the A&amp;E department but DR explained there is a possibility of the Burnley hospital site becoming an Elective Care Centre for planned surgery and also plans to do more at the Mother and Baby unit currently on the Burnley site. The development of an Accountable Care System (ACS) is also being explored which would see health and social care coming together to provide services in the community.</p> <p>In relation to the promotion of membership to PPG's in GP practices and ultimately this group DR offered his teams support to promote being a member of a PPG and in turn this group. DR &amp; members agreed to have a separate meeting before the next Burnley Patient Participation meeting to work on a campaign specifically for Burnley to encourage more patients to get involved.</p> <p><b>Action: Meeting to be arranged for a group of members to discuss a campaign to encourage PPG involvement in Burnley and encourage greater representation on the Burnley Patient Participation Network.</b></p> <p>NL asked DR for an update on the Burnley Hub as there had not been any information for a while. DR explained that plans had been delayed unfortunately but that the Hyndburn extended access will be in place for 11 December 2017 but nothing can be confirmed until the contract has been awarded. Following this the work relating to Burnley can continue, Collette is planning to come to the January meeting to update the group on the plans for Burnley.</p> <p>DR suggested that he should prepare a letter for the group and PPG members regarding the plans when appropriate and also share with the local press.</p> <p><b>Action: DR to prepare a letter regarding extended access plans in Burnley for BPPN members, wider PPG members and the local press.</b></p>	<p>KS</p> <p>DR</p>
27/17	<p><b>Spinal Drop-in Clinic</b> Janet Whitaker was in attendance to provide detail of what the Spinal Drop-in Clinic provide, and went through the presentation (<b>attached</b>) with the group.</p> <p>The questionnaire that the clinic requires in order to triage patients when they attend can be downloaded from the ELHT website <a href="http://www.elht.nhs.uk/Downloads-docs/PLIMS/Spinal%20Drop%20In/Spinal%20Drop-In%20paperwork.pdf">http://www.elht.nhs.uk/Downloads-docs/PLIMS/Spinal%20Drop%20In/Spinal%20Drop-In%20paperwork.pdf</a> (<b>copy attached</b>) and completed before getting to the clinic. If you are not able to print a copy off in advance a copy will be provided when you attend the clinic or could be provided by your GP.</p> <p>JW noted that there is the STarT Back Screening Tool (attached) developed by Keele University which helps clinicians predict the likelihood of back pain becoming chronic. Using the specified questions the resulting score shows whether a patient is in a low, medium or high risk category; for each category there is a related treatment package.</p> <p>The service has been running since 2009 and can be quite challenging when a lot of people turn up at once, the service are looking at ways to manage demand a bit differently. For those who have difficulty completing forms the admin staff will provide assistance if required. To access the service patients can self-refer, be sent by their GP or other healthcare professional, any information regarding</p>	

	<p>treatment given will be sent to the patients GP and where necessary the service will liaise with the GP practice. The amount of staff present at each clinic location differs depending on footfall and also the population the area. Each Clinic has an Extended Scope Physiotherapist who oversees the clinic.</p> <p>Janet also brought a number of leaflets explaining about back pain (<b>attached</b>) and providing simple exercises to help strengthen the back.</p>	
28/17	<p><b>Practice Manager Questions</b></p> <p>SC Practice Manager from Parkside Surgery and LJ from Thursby Surgery were in attendance to answer any questions members had specifically in relation to GP practices.</p> <p>SC explained that PPG members are important to practices whether they meet face to face or virtually as they provide valuable feedback on how patients view the practice. SC noted that in relation to her practice it is difficult to get people to engage unless they have an issue they wish to address. Parkside have recently gone back to using face to face meetings, SC suggested that having a particular item to focus on and discuss is useful.</p> <p>LJ noted that Thursby Surgery had used face to face meetings but attendance had dropped off so a virtual group was formed, however feedback from members is very often not forthcoming. Having a specific area to focus on such as the promotion of on-line access could engage members more.</p> <p>GS enquired what the role of a practice manager was. LJ and SC provided an overview of their role which includes financial control, rotas, staff welfare, monitoring and returns are completed, ensuring the practice building and equipment is maintained; the list is not exhaustive.</p> <p>The question of access to GP services for homeless people was raised, SC explained that all practices offer services to the homeless and where necessary signpost them to other services that may be able to help them with non-medical needs such as the CVS.</p> <p>NB asked if the practice managers in the area meet together. There is a monthly Burnley Practice Managers Forum which all Burnley managers are invited to attend but it is not mandated. There is also an East Lancashire Practice Manager Forum which all practice managers across East Lancs are invited to attend and participate in.</p> <p>BM asked for clarification on how patient records are controlled, SC explained that in most instances records are now mainly on the system, paper records are summarised by the practices onto the electronic system as an ongoing process which can take some time depending on the size of the records. Things have improved over the last 12 months in relation to the electronic transfer of records from one practice to another as the system can now transfer much larger files which previously would have to be printed and re-summarised by the receiving practice.</p> <p>LJ suggested that PPG's should be a two-way support system for patients and practices, PPG members are in a good position to persuade other patients to join the PPG and get involved.</p> <p>GS shared his PPG's recent projects which include assisting in changing the patient questionnaire from 6 pages to 2, handing out forms to collect email and mobile numbers to aid communication; the next project is to look at the issue of DNA's (Did Not Attend) which wastes a lot of clinician time. SC noted that there is</p>	

	a DNA policy in practices but it is not always followed to the letter. It is important to consider a person's personal circumstances; a call to see if there is way to help them to remember appointments is a useful approach.	
<b>29/17</b>	<b>Minutes of Previous Meeting – 26 July 2017 &amp; Matters Arising</b>  The minutes of the July meeting were accepted as an accurate record of the meeting.	
<b>30/17</b>	<b>Locality Update</b>  KS gave an overview of the current developments in Burnley with regard to the Burnley Health and Wellbeing Partnership, Well Burnley Wood and Primary Care Networks ( <b>update attached</b> )	
<b>31/17</b>	<b>Any Other Business</b>  KS asked if members were happy to continue to meet at the football club, those in attendance agreed for meeting to be held at the football club in 2018. The meeting will continue to be quarterly on a Wednesday at the same time, the proposed dates for 2018 are:  <ul style="list-style-type: none"> <li>• <b>Wednesday 24 January 2018 12.30pm – 2.30pm</b></li> <li>• <b>Wednesday 25 April 2018 12.30pm – 2.30pm</b></li> <li>• <b>Wednesday 18 July 2018 12.30pm – 2.30pm</b></li> <li>• <b>Wednesday 24 October 2018 12.30pm – 2.30pm</b></li> </ul>	
	<b><u>Next Meeting:-</u></b>  <b>Date: Wednesday 24 January 2018</b>  <b>Time: 12:30noon – 2:30pm</b>  <b>Venue: Jimmy McIlroy Stand, Burnley Football Club</b>	