

West Area Health Forum

Wednesday 2 March 2022, from 10-11:15am
at St Richard's Church and Community Centre.

1. Welcome and introductions

There were 21 people in attendance.

Apologies were received from Richard Gravestock HMC PM, Lisa Winney Mile Oak MC PM, Mary and Keith Mason, Jill and Mick O Connell Annie Chester, Barry Osbourne, Emma Drew Robin Hood Foundation

Several attendees requested a minute's silence, in support of the people of Ukraine. A minute's silence was observed at the start of the meeting

Please contact Forum facilitator Jo on joanna.martindale@hkproject.org.uk or 01273 881446 at any time with agenda ideas, comments, feedback or questions; including feedback about experiences of attending the Health Forum meetings online.

2. Notes of the last meeting

The notes were agreed as accurate.

3. Updates Hove Medical Centre, Mile Oak, Wish, Links, Benfield and Portslade Surgery representatives and Patient Participation Groups (PPGs)

Links Road Surgery

Steve Cribbs (Group Manager, Sussex Primary Care) reported the Practice:

- Great that we are all together. There has been a lot of pressure on general practice and over the last few years we have seen partner numbers reducing, we have reduced from 4 partners to 1, although we have 3 doctors. Two years ago when the last partner left we really had to pull together to stay open. It has been very difficult for us to sustain the surgery and we are grateful to all of the patients for their support.
- **We have decided to transfer ownership to Sussex Primary Care** the plan is for this transfer to go ahead on 1st April. They will be able to support us allowing us to stay open, all of the staff and services will stay the same. It has been agreed that they will purchase the premises so we will no longer have to worry about the lease running out and have security going forward.
- Steve will now be looking after 3 surgeries Wish Park, Links Rd and The Avenue in Moulscombe
- Martyn Links PPG Chair – on behalf of the patients we fully support the surgery with this move. We appreciate that you have kept us well informed and shared

the developments with us. Really appreciate that we have been able to maintain the patient group during the Covid crisis

- Pat W I would have gone forward with trepidation had I not been aware of how good and strong the surgery is, and the people from the PPG. We do hope that things won't change to much, but realistically we know there will be some changes but hopefully these will be minimal.
- Bob is the Sussex Primary Care (SPC) a profit org? Steve – no they are an independent NHS Trust Sussex Community Foundation Trust. They are a big provider well-funded and well managed, SPC run independently of the main trust but sit underneath its umbrella, we will be 8th practice that they oversee.
- Cllr Dawn, congratulations Steve, really glad that you are staying around – will anything change? at the moment it is business as usual. General practice is under huge pressure so change will come in the future.
- Mike D Congratulations Steve and excellent achievement! Are other surgeries looking to join you? There are a lot of private companies putting in bids for surgeries at very reduced rates and then closing down the services so its good to see a local solution here
- Steve underlined that he would like to continue to attend the Forum in his new role – which is wonderful news!

Wish Park Medical Centre – Update Steve Cribb

- Greg Barnes has a new role within Sussex partnership Trust. Steve Cribbs is reporting for Wish park
- There is a half time practice manager and we are looking to share a full time practice manager between Wish Park and Links road practices going forward
- New GP started this week that is doing 4 sessions at Wish park and 2 sessions remotely
- Another GP will start at the end of this month that will be doing 6 sessions
- Nurse completing her prescribing training, so will be prescribing once complete and a new pharmacist starting shortly
- Wish Park have done well with the flu vaccinations in this period, and all of their year-end targets are exceeded
- The patient group has been requesting better access to the surgery for disabled patients. There has now been an agreement with BHCC to have the curbs drop created
- Joanna Martindale sent thanks to Greg for his attendance and support to the health forum and we all wish him very well in his new role.

Benfield Valley Healthcare Hub (BVHH) (including Burwash Surgery)

Lindsay Coleman (Manager) reported the Practice:

- The last two years have been very tough but today I am going with some good news. We have a full complement of staff, we have 3 advanced clinical Practitioners (2 nurses and a paramedic) we are still struggling to recruit a GP. We have recruited 2 new receptionists so are now only 2 receptionists down, we

can only apologies for the waiting time on the phones which should start to improve in the next few weeks with a new system.

- PCN we have a dedicated mental health worker, social prescribers, and other staff, it has really helped thank you to Tory for her work in making that happen
- A year ago I said Benfield was hoping to merge with Brighton and Hove Wellbeing, this failed during COVID but we are starting to reengage with that process, which would give us greater access to services and more staff support.
- CLOVER project experiment around complimentary therapies and healing groups in the community, therapists that have worked with the HERA charity are now bringing the services into the surgery. We are hoping to get a gardening group at Burwash Surgery.
- Comment: a really good range of activities, excellent offer.
- JM brought up queries from Jill O Connell 1)can use the online form but has trouble inserting photos, suggested the HKP IT Tutor help with this. Jill gave special thanks to the receptionists, they have done really well over the last two years, but can we know their names? Thanks to the doctors as well who are marvellous. There are problems with the out of hours service. Lindsay commented that out of hours were rather out of their control
- JM comments from Mary Mason – there has already been an improvement in phones, it is getting better. Will Burwash ever reopen? Yes. The planned merger will support Burwash reopening

Hove Medical Centre

Richard Gravestock sent apologies.

Mile Oak Surgery

Lisa Winney sent apologies but this email update after the meeting:

We, like many other surgeries have been hit with lots of staff sickness and annual leave in recent weeks, which has made things tricky to operate as normal, despite our best efforts. The issue we have is finding short notice cover. Because we are generally well staffed with clinicians we struggle to find locums at short notice, if one of our GPs is off sick. Locums get booked up very quickly and rarely are available at short notice. The weekend EPIC availability is always booked up very quickly, which means our patients are not able to book into much of the weekend capacity.

Demand has always outweighed capacity and that is still the case. Some days are better than others but we never have appointments to spare. They usually are all taken within 10-15 minutes of the telephones being switched over at 8.30 and then 2.00. We split our on the day appointments into AM and PM, to try and give our patients the best possible chance of being seen that day.

We have been the only local surgery to offer their patients Covid vaccines at practice, but we are now finding these clinics increasingly difficult to fill. We are still doing the occasional mini clinic when we get enough patients to open a vial. It would appear most of our patients that want their vaccine or booster have had it.

We have been really lucky to have the support of several volunteers that have offered their time to come into surgery and help us with odd jobs, such as covid and cancer calls. This has been really beneficial to us and our patients. This support has helped us free up staff to get on with the day to day work.

Covid had brought in new remote technology, such as accuRx. This allows patients to send in pictures and respond to messages from a clinician (if needed). We have a telephone triage system that our patients are generally happy with. If the clinician feels the patient needs to be seen they will book a face to face appointment and bring them in.

We have just recruited a new Administrator and have Medical Secretary due to start towards the end of the Month.

Portslade Health Centre

Samantha Draper (Practice Manager) sent apologies.

4. Social Prescribing update

Sarah, the Social Prescriber from Links Road and her manager Rachel Friggens from Together Co presented:

We have 3 link workers in West Hove PCN, Sarah, Jasia and Mary. The link workers are attached to the practices and anyone can refer to a link worker. The link workers meet with individuals and assess their needs and work out how to meet the needs assessed by referring onward to services and activities.

NHS App and access to online systems through digital ambassador – to book call Jasia 01273 900434

We would encourage surgeries to really push the social prescribing service, there is a video explaining social prescribing created by HKP/Hera project Prescribe to Thrive <https://youtu.be/ND7yt9HHL4c> , that can be used on websites and in wait rooms

Handouts supplied by Social Prescribing

West Hove PCN Health Forum - Social Prescribing update 2nd March 2022

What is social prescribing? Social prescribing is a 'link work' service that helps people improve their health and wellbeing. Link Workers see a broad range of people with practical, social and emotional needs, helping them access the right services and groups. Link Workers make an assessment, help the patient set goals and then offer a range of options for groups and services that can support them. Link Workers go beyond simple signposting by facilitating referrals that encourages people to try something new and access the right support.

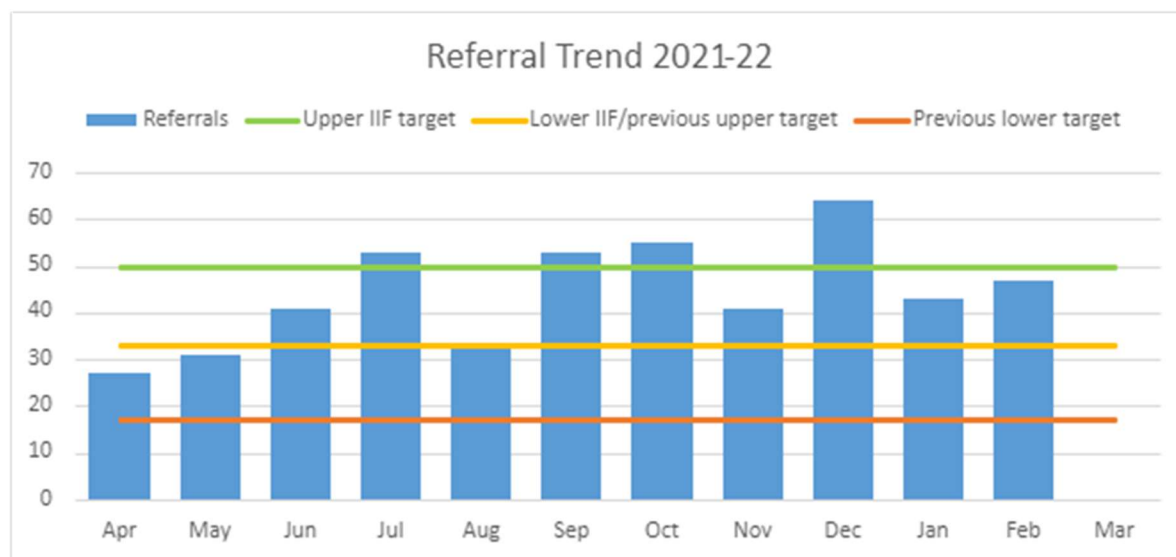
What types of services and groups do Link Workers refer to? These include, befriending services, benefits or housing advice, carer's support, advocacy services, peer support groups, exercise classes, food banks, adult learning centres and colleges, day centres with social activities and outings, community transport, arts and crafts groups, lunch clubs, gardening groups etc.

How does Social Prescribing make a difference?

- Reduces isolation and loneliness
 - Improves feelings of wellbeing
 - Promotes the appropriate use of health services
 - Increases resilience and independence
 - Prevents mental health decline
 - Helps people find the right help at the right time
- 96% of Together Co Social Prescribing clients report a positive change in at least one area of their lives.**

Referrals

Overall, referral numbers for social prescribing in the PCN are increasing; 303 referrals in the last six months, compared to 211 for the preceding 6 months (an increase of 44%). Referrals made to social prescribing from the PCN since April 2021



Referral numbers across the practices vary, with the largest number of patients being referred from Mile Oak Medical Centre (36% of referrals this year). We are working with individual practices and across the PCN, as we continue to embed the Link Workers and to expand opportunities for patients to access social prescribing support. We continue to explore ways to promote the service to patients directly as well as working with PCN colleagues to identify opportunities for more Link Worker time in practices and integrated working with staff and care pathways. Our aim is that social prescribing is widely understood and well-integrated so that patients can benefit from the support at the time that is right for them, and that the Link Workers can provide appropriate support in collaboration with other PCN roles.

Supporting digital access

The Social Prescribing Link Workers are also working in partnership with the Hangleton & Knoll Project to support delivery of the Digital Ambassador project in the

PCN; promoting the use of the NHS app to patients and providing support to increase their ability to access their health care needs online. Link Workers are offering one-to-one support, both face to face and over the phone (leaflet attached).

Accessing Social Prescribing

- PCN staff can refer using the Together Co Social Prescribing referral form on their patient record system
- Patients can also self-refer by calling 01273 229382 or emailing socialprescribing@togetherco.org.uk

Together Co also shared their [Social Prescribing Leaflet](#) and [NHS App Leaflet](#).

Joyce: can we have some evidence of success so that people are aware that people are being referred and the service is helping? Ans: We do have some case studies we can provide and a satisfaction rating of 96%.

A big difference between Mile Oak and Links Road numbers? We have a social prescriber based in Mile Oak but not in Links Road and this supports wider referrals. It makes a huge difference when the SP is embedded in surgeries and this will start at Links Road soon

We are in ongoing discussions about how we can let more patients know about social prescribing and how it can help. We need to do more around promoting this to patients. There is so much we can help with through this programme it is not just medical health but also health and wellbeing, the range of what we can help with is very broad.

Sharon – it's been really helpful Jo sitting on the PCN board, helping people understand where the dots need to be joined.

Steve Cribbs: Tory has been working really hard and has made a phenomenal difference to the service we can provide

Mike Report that 9 million people have experienced loneliness, this is the kind of project that can really help with that

PCN Report – Tory Lawrence

The PCN has evolved through COVID, 6 practices working together, we have employed a lot of staff for additional services

Social Prescribers; Mental Health practitioners; 8 pharmacists 2 new independent pharmacists; 2 fulltime First contact physios; a pharmacy technician and more providing additional services within practices

A Lung Cancer pilot; a project for undiagnosed high blood pressure and

A Health disadvantage project. We have taken offices for this in Knoll Business park

Steve Cribbs and Lindsay Coleman: West Hove PCN is a beacon of good practice with excellent management and good links in the community. Without the PCN

support roles the GP surgeries would shut, they would not be able to provide safe patient care

Sharon: Rowan has provided excellent leadership through the PCN work, open minded to doing things differently for us all

5. Any Other Business

Sussex Musculoskeletal Service (MSK) Big Conversation event:

The Sussex Musculoskeletal Service is hosting The Big Conversation event at the South of England Showgrounds in Ardingly from 1.30-4.30pm 9 March 2022. The event has been designed for community-based organisations and Brighton and Hove residents to examine musculoskeletal (MSK) services and people's experiences of them, and discuss where they think services should be progressing. The workshop will start at 1.30pm (people are welcome to arrive from 1pm) and end around 3.45pm with a period of tea, coffee and cake with networking afterwards until 4.30pm. Pat and Ann will go with Jo and report back to the next meeting.

Hospital waits portal

There is an online portal for planned care, this is a tool to find out how long the waits are for Hospital care: <https://www.myplannedcare.nhs.uk/seast/brighton-sussex/>
It's interesting if a bit daunting to see how long waits are for referrals to specialist services

Health advocacy for patients with learning disabilities

HKP will help setting up a health advocacy group for patients with learning disabilities. This work to be led by Speakout who are specialist advocates for people with Learning Disabilities

Action for Happiness

Free mental health resources are available on the Action for Happiness website (<https://actionforhappiness.org/>); a registered charity looking to prioritise happiness and kindness.

Dates for future West Area Health Forum meetings are:

- 25 May 2022
- 28 September 2022
- 7 December 2022

We will always start at 10 but we are looking at location and format of meetings so keep an eye on your emails