

Enfield CCG Governing Body Meeting 19 September 2018
Questions and Answers relating to items on the Governing Body Agenda

Question 1 (Over 50s Forum)

Agenda 2.1 item 4.4

As just 17 of the 48 surgeries in the Borough replied to the PPG survey, the Over 50s Forum would like to know what conclusions the CCG has drawn from the results and what plans the CCG has for stimulating greater public and patient interest in their function and operation?

Response by the Director of Primary Care Commissioning and Deputy Chief Operating Officer:

Enfield CCG conducted a survey of patient participation groups (PPGs) from 11 June until 31 August. The survey aimed to gauge the current set up of PPGs across Enfield and how they are operating, for example, how often meetings take place, how many members each PPG has and their PPG's priorities. The survey also provided an opportunity for PPGs to highlight their achievements and activities. Additionally, the CCG sought to understand what support PPGs required from the CCG. Of the 48 Enfield GP practices 17 practices responded to the survey.

The survey results provided useful feedback on how PPGs were currently working and a number of groups put forward examples of work they would like to share across Enfield. Following on from the PPG survey, a workshop on how groups would like to be supported by the CCG was included at the PPG meeting on 3 September and this principally focused on training, workplans and buddying practices.

The CCG agreed to develop a standard example workplan template which will incorporate ideas for standing items and topical suggestions e.g. national consultations, for use by individual PPGs. There will be an opportunity for PPGs to buddy with other PPGs for advice and support and to share best practice. Training around chairing meetings and taking minutes/action notes will be offered to support effective PPG meetings. A new PPG toolkit is to be developed by the CCG and shared for comment with the PPG network.

Question 2 (Over 50s Forum)

Agenda Item 7.4.1

What steps has the CCG taken to alert the public, patients and surgeries to the CCG annual general meeting taking place later today? Does the lack of publicity indicate that the CCG prefers to operate behind closed doors for the benefit of GPs and does not want to involve Enfield residents in its work despite your legal duty and statutory guidance that the CCG must "demonstrate public involvement in annual reports"?

Response by the Director of Primary Care Commissioning and Deputy Chief Operating Officer:

The CCG always publicises its Governing Body and Annual General Meetings via the Enfield Independent and GP Bulletin, in addition to having this information on the CCG's website. Weekly reminders are sent to practices via the GP Bulletin.

As a public body with statutory responsibilities, the CCG operates in an open and transparent manner and always seeks to involve the public where and when necessary.

Question 3 (Over 50s Forum)

Agenda 4.2 item 2.2

In view of the decision to transfer all elective surgery from the Royal Free Hospital to the new Chase Farm Hospital, will the Enfield CCG join the Over 50s Forum and the Royal Free NHS Trust by writing to Transport for London urging them to improve the bus service from Oakwood Station to Chase Farm Hospital? Are you aware that there will be a big increase in patients from North West London involving them in a 14-mile or more journey, taking about 90 minutes and involving two Underground train journeys and two buses?

Response by the Director of Primary Care Commissioning and Deputy Chief Operating Officer:

The CCG would support any move that improves access for patients to NHS services.

Question 4 (Over 50s Forum)

Agenda Item 6.1

Can you clearly explain the renewed NHS England directions under which the CCG now operates? If the new legal directions are to remain in place until the CCG achieves financial balance, are they less or more onerous than previously and when do you envisage being completely restriction-free?

Response by the Deputy Director of Finance:

NHS England applied renewed Legal Directions to Enfield CCG to take effect from 13 August 2018. The CCG was initially placed under legal directions on 10 August 2015. The Legal Directions apply until they are varied or revoked by the NHS England Board and are expected to remain in place until the CCG achieves financial balance.

In order for the CCG to comply with the Legal Directions, the CCG is working to ensure that the capacity, capability and governance plan is made fit for purpose and that the CCG can operate within its annual budget for the financial years 2018/19 and 2019/20 inclusive.

The amendments to the Legal Directions will entail a refresh of the financial recovery plan and continued monthly monitoring of progress, with further support and intervention where required.

Question 5 (Over 50s Forum)

Agenda Item 7.1

As the results of the GP patient survey in Enfield drew the unfortunate headline in the Enfield Independent that our GPs are “rated among the worst in the country,” what steps are being taken to increase the number of GPs and appointments, reduce waiting times and the “do not attendees”? What action is being taken to secure an improvement and in what particular areas?

Response by the Director of Primary Care Commissioning and Deputy Chief Operating Officer:

The CCG is undertaking a number of actions and initiatives to improve access to general practices for patients and make more appointments available. These include:

- The CCG is investing a further £1.5M in the successful extended access hubs, which will mean an additional 31,000 appointments in 2018/19. Within the extended access services, GPs have seen an additional 18,000+ patients thus far in 2018/19;
- At the extended access services the Do Not Attend rates have reduced significantly now that patients have the choice of pre-bookable and walk in appointments;
- The extended access services also offer 7 day services for wound care and for cervical cytology screening;
- Involvement in NHS England's international recruitment of GPs;0
- Participating in Health Education England's GP Recruitment and Retention scheme;
- Participating for the third year in Health Education England's General Practice Nurse training programme to increase the number of practice nurses available in general practice;
- The Community Education Provider Network provides training for nursing staff – e.g. tissue viability training to improve access to wound care;
- Developing the role of pharmacists in general practice to free up GPs' time;
- Training Medical Assistants in Enfield practices to reduce the administrative workload on the clinical teams to allow for more patient facing time;
- Each general practice will be reviewing its demand and capacity and addressing the Do Not Attend rates on a regular basis.

Question 6 (Over 50s Forum)

Agenda 2.1Item 4.0

At the Governing Body meeting on July 18 2018 it was stated that the £1.2 million Single Offer contract with GP surgeries had been “mobilised.” Can the Over 50s Forum be told how many surgeries have now received payments for delivery under the contract?

Response by the Director of Primary Care Commissioning and Deputy Chief Operating Officer:

The CCG commissioned the Enfield Single Offer so that all patients could receive access to an increasing range of services closer to their homes. All Enfield practices will have received payments for delivering their elements of the Single Offer.

Question 7 (Over 50s Forum)

What steps will the CCG be taking to improve the take-up of the Flu vaccine this coming winter? The Over 50s Forum notes that although the Enfield take-up last year was 1% higher than the London average, it was still well below the 75% target set by the WHO. As this year there will be a special Adjuvanted vaccine for the 65s and over population, this needs publicising widely and locally and not left to NHS England alone.

Response by the Medical Director:

Enfield CCG will be supporting the local delivery of 'Help Us Help You', a new overarching brand that brings together a family of national campaigns incorporating messages about flu, staying well in winter, NHS 111, pharmacy and extended GP hours. The new brand aims to help people understand how to navigate the NHS and get the right help and advice they need in the most timely and appropriate way. It encourages people to take appropriate actions – whether that's getting the flu vaccination or accessing the most appropriate service – to better enable the NHS to help them.

NHS England will shortly be distributing campaign packs, containing information about flu vaccination, to every GP practice and pharmacy in England.

The Stay Well This Winter campaign will be launching on 8th October 2018.