

Report from the meeting 25th February 2009.

Present: Lola Mabun – PCT;
Peter Hall; Surrinder Dhot; Khaled Gamiet – MKB Care

Thank you for meeting with us on 25th February. I set out below a summary of points/actions agreed.

PCT letter of 8th December 2008 re. invoicing in advance

You stated the letter should have gone out to certain spot providers who were invoicing 4–6 weeks or more in advance. You agreed to send me a letter explaining this and setting out correctly your future proposals. We agreed that the letter of 8th December should be disregarded and that the payment system would carry on as normal. Your aim was to set up a more efficient process, probably a preferred provider contract with Care Homes (this would not be a Block Contract as the PCT would not specify bed numbers).

My e-mail address is peter.hall@mkbcare.org. As agreed, I will e-mail your letter to our members and place it on our website so all Homes can see it. You said the person who had sent out the letter had left and so you were not sure which Homes had received the letter.

You confirmed that you would consult further with us once your new Contract Manager, Jessica, was in post, hopefully during April.

FNC payments

The intention was for the PCT to administer these in the future, again subject to personnel being in place. This could start from 1st April 2009 for new placements, with all others starting from 1st June.

Again, you agreed to keep us informed.

Stronger communications link between PCT and Care Homes

You confirmed that this was not easy for the PCT as data held on your systems was incorrect or out of date. We offered to help by making available our website, <http://www.mkbcare.org.uk>, and to distribute PCT information by e-mail to our members.

We also produce a fortnightly e-mail newsletter which goes out to all care providers in Bucks and, again, the PCT could supply us with information to put into it.

We also offered to meet with you and/or necessary others on a regular basis (perhaps every 2–3 months) to deal with issues or problems arising.

Inappropriate discharges/admissions from and to hospitals

We stated that over the last few months Care Homes (both nursing and residential) had started to notice an increase in inappropriate discharges. It would appear that this started in October 2008.

You confirmed that you would like to be kept informed and that Homes can e-mail you these details: name of patient, date of discharge and brief details of the case. The e-mail should go to your PA, Sandra at: Sandra.Mather@buckspt.nhs.uk

We understand that the PCT set up a Daily Transfer of Care Group last year.

You informed us that the PCT needed to be told by homes and will investigate with all concerned any inappropriate discharges referred.

GP payments

You informed us that all GPs have a contract with the PCT to provide support to Care Homes. Many Care Homes (nursing and residential) were being required by their GPs to pay a monthly retainer and that this was becoming the norm.

Homes would like to know what support GPs are required to give to residents in Care Homes under their PCT contractual obligations, ie. would the PCT contract expect/require GPs to carry out regular rounds to see all residents or perhaps each resident should be seen by the GP in the Care Home once a month, for example.

Again, you said that Homes could contact Caroline Langley of the Primary Care Team on 01494 552200 or 555556 to discuss this further.

Care Home support by the PCT

We discussed the need for this and felt it would be important in reducing unnecessary admission of residents to A&E.

We explained the problems of Out of Hours Service from Harmoni; Homes felt too often that residents were sent to hospital at A&E.

We asked whether the PCT would consider:

1. Regular contract meetings
2. Provider forums which could be run jointly by the PCT and MKB Care. These to consist of a combination of smaller ongoing progress meetings or larger meetings on major issues.
3. Identifying with PCT major training needs or shortfalls in Care Homes.

We agreed to fix a meeting for April or early May to meet with you and Jessica. Please could you give us some possible dates?

Once again, we were pleased to meet you and hope this can be the start of a process for working together to improve care of the elderly in Bucks.

I am sure you will agree that good communication will be the key. We will be happy to develop good communication between the PCT and all care providers.

Peter Hall
Chairman