

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 17 February 2016 at 7:30pm

Ground rules

- This meeting is not a forum for individual complaints and single issues.
- We advocate open and honest communication and challenge between individuals.
- We will be flexible, listen, ask for help and support each other.
- We will demonstrate a commitment to delivering results, as a group.
- All views are valid and will be listened to, but must be put through the Chair.
- The Committee will respect one another and behave accordingly - anyone who behaves rudely or tries to bully other members will be ejected from the meeting.
- No phones or other disruptions.
- We will start and finish on time and stick to the agenda.

Present: Nigel Watson (Chairman) (NW), June Stancombe (JS), David Bolam (DB), Bill Wilson (BW), Geoffrey Linehan (GL), Mary Buglass (MB)

Apologies

Apologies were received from Tom Crosier (TC)

In Attendance: Stephen Brown (Practice Managing Partner) (SB)

1 Welcome and Apologies

The Chairman welcomed everyone to the meeting, including our speakers Jonathan Langhorne and Mick Rayner.

2 Declarations of Interest

All declarations of interest forms have now been completed and there were no declarations of interest for this meeting.

3 Presentation (Jonathan Langhorne)

Jonathan was accompanied by Mick who is a pharmacist working in the Leyburn branch shop. He gave a very interesting talk about the role of the Pharmacy in Leyburn and described the current funding issues and challenges that he is facing in this financial year. He also explained how pharmacies are regulated and the problems caused by the increasing number of pharmacies opening in supermarkets. The advent of electronic prescriptions was also discussed. The new medicines service together with medication reviews was also mentioned. It was very positive to hear of the excellent working relationship between the surgery and the pharmacy. Jonathan and Mick answered questions about brand and generic medicines

and supply problems. They were thanked by the Chairman for their enlightening presentation.

4 Minutes Of The Last Meeting And Matters Arising

The minutes of the last meeting were agreed.

5 Correspondence Received/Meetings Attended

DB reported that he had no further information about the ambulance trust urgent care pilot.

The NAPP notes were reviewed and it was noted that PPG Awareness Week would be 6 – 11 June this year.

SB and NW attended the Parish Plan meeting on 11 February – see item 7

6 Charitable Donations

SB reported that the practice receives donations from the Licensed Victuallers Association annually, generous patient bequests and funeral donations. He gave examples of how this money had been spent and offered to circulate a copy of the last five years' accounts.

7 Leyburn Parish Plan

SB and NW attended the Leyburn Parish Plan meeting on 11 February 2106. They reported that it was a kick-starting process for a Community Plan and transport initiative for building stronger communities. NW and SB had put their names forward for taking this further.

8 Patient Transport

It was noted that the recent changes in bus timetables meant that patients could not get home from afternoon appointments/visiting at Northallerton as the buses now terminate in Bedale. JS was able to report that a new community bus, the Richmondshire Rover, will start a voluntary service as from 11 April which hopefully overcomes this problem. JS also reported that Sheila Simms had informed her of two examples of hardship for patients getting back to their homes in Middleham after attending appointments at the surgery and of one gentleman being abandoned at James Cook Hospital and having to pay £40 for a taxi home. It was agreed that NW and JS would organise a further transport survey in the practice and JS would raise this issue at the Patient Congress in Northallerton on 18 February. SB reported that the CCG have funding issues. Heartbeat Alliance are funding the 365 Urgent Care project but have identified problems. A recent Countryfile episode had shown a group at Bolton Abbey who had formed a club of volunteer drivers and this was an example of how transport issues were being dealt with in the community. 365 are also running a pilot in Leeds for a Healthcab system for patients who required dialysis, chemotherapy or

radiotherapy treatment. It was felt that a short information leaflet for patients about transport options may be helpful; NW and JS to liaise regarding the production of this.

9 Raising Awareness

a Newsletter/Noticeboard/Website

MB will prepare the next newsletter and include items on shared care and the transport survey.

It was suggested that four big posters may be more effective and it was suggested looking for posters on transport, shared care, choice and on-line services would be appropriate.

SB reported that the website had been refreshed. It was agreed that NW would review the practice website quarterly.

b Open Evening 6 -11 June

It was agreed to hold the opening evening on Thursday 10 June.

c Future Speakers/Members Presentations

DB was asked to give his presentation at the next meeting. Members were asked to think about future speakers at committee meetings.

d Shared Care

It was agreed that posters about shared care should be placed on the noticeboard.

e Dales Project

SB reported that he was expecting announcements soon from the CCG about the project and he understood that it was still progressing.

10 Monitoring Practice Performance

a Online Access To Health Records

Committee members are acting as guinea pigs trialling the on-line access to their patient records and after a minor glitch this is all working well and all patients are to be encouraged to sign up for access to their records. A query was raised regarding Access to Medical Records and SB reported that currently only coded information was being shown to avoid any problems with third party information. SB reported that there were ongoing problems with hospital discharge letters not being timely or legible. The CCG is currently requesting examples of these letters. It was noted that the practice is now on Facebook.

b Missed Appointments

SB reported that there were very few missed appointments which was very commendable.

c Extended Hours

SB reported that this facility was still popular with most appointments filled.

d Friends and Family Test

SB had nothing to report on this item.

e Outpatient Clinics

Uptake of these clinics is still slow. SB reported that the orthopaedic and gynaecology clinics have restrictions on what can be referred but patients were pleased to be offered the opportunity to attend these clinics when they were appropriate.

f Vitrucare

SB reported that the pilot should start in March subject to assurances from Vitrucare.

g CQC Inspections.

SB reported that Thirsk had experienced a CQC inspection and that the practice will be given two weeks' notice of their inspection.

11 Patient Choice

a NHS Regional Patient Choice Event (Newcastle 29 February)

JS has volunteered to attend this event.

12 Practice/CCG/Heartbeat Alliance Update and News

a Harewood Medical Practice

SB reported that subject to formal approval on 1 March 2016, Leyburn Medical Practice will take over at Harewood on 1 April 2016. They are currently in the process of recruiting GP's to work there. SB confirmed that there was already one paramedic at Harewood. SB also understood that there was a PPG at Harewood.

b Practice Extension

SB reported that Assura are drawing up architect plans and have met with Jorvik. The NHS and CCG preferred wish is for dentistry, podiatry and physiotherapy to be co-located on to the Leyburn site.

c Staffing Update

SB confirmed that Heather is covering for phlebotomy, Jet Goldsborough is also helping with phlebotomy as is Jo Iveson from Central Dales Practice. Janet Armstrong has been appointed as Medical Secretary/Admin Assistant. Sarah Wetheral and Amanda Hebdon are working in Dispensary. An advertisement has been placed for a qualified dispenser. GL reported that Sue in Dispensary had been particularly helpful sorting out problems for him and he would like her efforts to be noted.

d Telephone Triage

SB reported that on the following two Monday mornings the first hour of telephone calls requesting a GP appointment, patients will be triaged by a GP to establish whether the problem needed to be seen, could be dealt with via the telephone or directed to another service.

13 Any Other Business

There was no other business.

14 Next Meeting

The next Committee meeting will be held on Thursday 7 April at 7.30 pm. Members should forward any agenda items to the Chairman at least two weeks in advance of that date.