

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 17 June 2015 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), Geoffrey Linehan (Vice Chairman) (GL), Mary Buglass (MB), June Stancombe (JS), David Bolam (DB), Tom Crosier (TC)

Apologies

Apologies were received from Lorna Clarkson

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

1 Welcome and Apologies

The Chairman welcomed everyone to the meeting.

2 Declarations of Interest

GL declared that he has now been appointed as a Councillor to Richmondshire District Council.

3 Minutes of the last meeting and Matters Arising

MB asked whether a response had been received from the Town Council regarding provision of defibrillators. NW reported that he had not received any response and will follow up this matter.

The minutes of the previous meetings were agreed and accepted.

4 Correspondence Received/Meetings attended

GL asked whether anyone was attending the CCG AGM at Stokesley in July. He volunteered to attend this event on our behalf and to raise questions about the event at Tennants.

MB reported that she had received an e-mail from a patient which commented on the high esteem in which the Leyburn practice was held by the consultants at the Friarage. ML will include details of this in the next newsletter.

5 Raising Awareness

a Newsletter

MB will prepare the next newsletter for September and will publicise the AGM in November which will have the theme of Self Care.

b Noticeboard

The revised poster about the PPG needs to be displayed. JS to forward a copy to SB. All other notices were still relevant. Information about Vitrucare will be obtained for display on the noticeboard.

c Open Evening/PPG Week

It was agreed that the open evening was very successful. The meeting was well attended and it was noted that there were several new patients in the audience. BW thought that any speakers in future should stand at the front as it was noted that the Vitrucare representative standing in the middle of the group was not easy to see. The wearing of badges by the PPG members was not felt to be necessary as they would be identified at the start of the meeting. A poster would be requested from the Carers Centre to put on the noticeboard. GL was thanked for his publicity work for the meeting. SB reported that 15 patients have signed up to Vitrucare and that there is growing interest in the project with Microsoft coming to film and interest from China.

d Self Care Week/AGM

SB will ask Dr Wild if he would be available to give a short presentation on self care as this was an area of specific interest to Dr Wild.

e Future speakers/members presentation

TC will give a short presentation at our next meeting in September.

NW will approach Jonathan Langhorne to be our speaker at our next meeting after the AGM meeting.

6 Monitoring Practice Performance

a Extended Hours

SB reported that the uptake for this has risen now to 75 – 80% which is now meeting an otherwise unmet need.

b Friends and Family Test

No results are yet available. SB to e-mail details to MB when they are available for the next newsletter. The I-pad has not made any impact on patients completing the Friends and Family test.

c Outpatient Clinics

SB reported that Mr Ballard in an effort to increase referrals will undertake possible visits to practices or give a presentation at a clinical meeting.

d Other

SB reported that Dr Ashcroft is having a phased return to work and will be back to full time by the end of next month.

7 Patient Choice

a E-referrals

SB reported that Choose and Book was switched off at the end of last week and the e-referral system crashed when it was switched on. Currently there is no system available for electronic referrals. Questions were asked about how many patients queried where to be referred and SB responded that most patients assumed that they would be referred to the Friarage but when this was not possible that options and waiting list times were then discussed.

8 Practice/CCG/Heartbeat Alliance Update and News

SB reported that the Dales project is starting imminently. Vitrucare project is starting to take off, the practice staff need to see how they will interact with the patients involved. The Vitrucare computer system has just been upgraded to meet IT requirements. The Heartbeat Alliance is working on plans for its future and there will be announcements shortly. The CCG has launched a project looking at how to get the Practice Nurses and the District Nurses working together as there are a wide range of skills available to be used effectively. This will involve working with the Central Dales Practice and the Leyburn Practice. One problem is for patients not always receiving equity of access due to the labelling of patients as either housebound or ambulant.

9 Any Other Business

There was no other business.

10 Next Meeting

The next Committee meeting will be held on Wednesday 9 September 2015 at 7.30 pm. Members should forward any agenda items to the Chairman at least two weeks in advance of that date.