

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 26 May 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), Bill Wilson (BW), Geoffrey Linehan (GL), Mary Buglass (MB), Stephen Brown (SB)

In Attendance

Mary Jo Pearson from Stand Out Media

Apologies

Apologies were received from David Bolam and Tom Crosier

1 Welcome

The Chairman welcomed everyone to the meeting.

2 Declarations of Interest

There were no declarations of interest.

3 Stand Out Media (Website Development)

Mary Jo Pearson from Stand Out Media gave a short presentation about the new practice website that is currently in development. She provided a questionnaire for members to complete and then had two examples of possible layouts and members were asked for their preferences. After some discussion about colour of text and icons, Mary Jo was thanked for her input. The consultation with staff at Harewood has already taken place and staff at Leyburn will be meeting with her next week. It was hoped that the website should be approved by the end of June.

4 Minutes Of The Last Meeting And Matters Arising

The minutes of the last meeting were agreed.

5 Correspondence Received/Meetings Attended

NAPP had provided a set of brochures giving information about how a PPG should be run. NW is to work through these and report back to the next meeting.

There were no volunteers to attend the NAPP conference.

JS and GL had attended the Patient Congress in Richmond on 5 May. They reported that Janet Probert had spoken about the CCG £7million deficit and potential savings. Discussion groups were held at the meeting about current issues including end of life care and CCG projects.

6 Patient Transport

The CCG statement announcing the discontinuation of the Shuttle Bus service was noted.

NW's spreadsheet and poster about transport information was discussed and will be revised before being made available in Reception.

NW reported that he had still received no response from Roger Harrison-Topham and will try to contact him again.

SB reported that a meeting is being facilitated by 365 group with the CCG and others involved with the transport issues to look at potential solutions to the problem which is recognised by all parties involved.

7 Raising Awareness

a Newsletter/Noticeboard/Website

MB will look at the recent CCG newsletter to see if any of the information available would be suitable for the noticeboard. It was agreed that the next PPG newsletter should be available by October.

b Open Evening 9 June

NW thanked GL for producing the posters for the Open Evening. GL has arranged for the posters to be sent out by RDC to all the local councils. Philip Sedgewick will cover the event for the newspapers. NW has also invited Ian Pace from the Leyburn Town Plan to attend the meeting to give an update on progress. JS will provide MB with a report of the meeting.

f CQC Inspection

SB had no information other than to say that this inspection should happen by the end of March 2017.

9 Patient Choice

Nothing to report.

10 Other Practice/CCG/Heartbeat Alliance/Update and News

a Harewood Medical Practice

SB reported that they now have three GP's available every day. Harewood does have a PPG but it consists of only five members to date.

b Practice Extension

SB reported that Assura and Yorvik have agreed terms and work is now being carried out to determine the rent payable by the NHS. The scheme still had the support of NHS England and the CCG.

c Other

Telephone triage is still in place for patients requesting an appointment within forty-eight hours with approximately fifty percent of calls being dealt with via the telephone. The practice is still tweaking the system and is having weekly review meetings and collating feedback.

11 Next Meeting

The next meeting will be on 22 September 2016