

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 22 September 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), David Bolam (DB), Stephen Brown (SB)

In Attendance

Pete Shaw, Paramedic

Apologies

Apologies were received from Tom Crosier and Mary Buglass, both of whom are standing down.

1 Welcome

The Chairman welcomed everyone to the meeting.

2 Declarations of Interest

There were no declarations of interest.

3 Presentation

Pete gave a short presentation about his evolving role as a paramedic, starting in 2002 when the ambulance service initiated a dual role community paramedic and medical first responder. His role in the practice doing phlebotomy and holiday vaccinations was not able to be insured but he continued with his educational role in the community. By 2005 the Bradley/Lord Warner report found Pete doing more urgent care and a minor injury/minor illness course followed with a placement at Darlington. By 2007 he was allowed to treat patients in medical practice. In 2009 he became a paramedic practitioner allowing him to close wounds. By 2013 he was given

authorisation to work autonomously outside the practice, closing wounds and suturing. His 20 years in the NHS has seen a huge change in his role. The development of improved radio systems has helped although there are still blackspots in the Dales. The car he now uses has many more features than his original Volvo. Pete described the grade structure of paramedics, the highest level qualified being able to give drugs, liaise with District Nurses, produce care plans and many other treatments such as injecting clotting agents, and using bone drills. This level of qualification and skill has enabled him to stand down 75 ambulances already this year. Pete emphasised the difference between this rural area and some larger towns and cities and paramedics have had to adapt their skills to suit the circumstances. The future role of paramedics is very diverse and Pete expressed his concern about the number of staff who are lost. The degree level qualification means they are in great demand but have greater opportunities to leave and diversify. Pete was thanked for his talk which was greatly appreciated.

4 Minutes Of The Last Meeting And Matters Arising

The minutes of the last meeting were agreed.

5 Correspondence Received/Meetings Attended

JS reported that she had attended the CCG Governance meeting earlier in the day and gave a brief summary of the session.

6 NAPP – Review of PPG Performance

The latest NAPP newsletter was noted and JS asked about the uptake of Health Checks for the patients in the 40 to 74 age group. SB reported that initially this had been excellent but had now reduced possibly because it was now targeting that group which would be expected to have fewer problems.

NW had produced a paper about building better participation and it was agreed to consider this over the next two months and then take it forward at the December meeting.

7 Raising Awareness

a Newsletter/Notice board/Website

MB has agreed to produce the October newsletter before she stands down.

The problems with the notice board were discussed and it was agreed to form a rota system with committee members liaising with Harriet Manning to try and ensure only relevant, up to date notices are displayed.

SB reported that the new practice website is now available but is still in beta testing with minor changes to be made. The patient leaflet is being added and issues with password and user names for PPG members need to be addressed.

b AGM

It was agreed to hold the AGM on 24 November at 7.30 pm. NW provided a draft copy of his report for the AGM and a copy of the letter to be sent to patients. GL agreed to produce the advertising posters. SB said the GPAC results would be available for that date.

c Future Speakers/Members Presentations

NW volunteered to give the next members presentation on the topic of Patient Choice at the first meeting of the New Year. Members were asked to consider any future speakers they would like to invite to our meeting.

d Shared Care

This is still work in progress.

e Patient Transport

NW has now provided the information on patient transport for the reception staff and a poster is displayed on our noticeboard. A query was raised about the 365 report on transport and SB indicated that this was now with the CCG.

f Patient Choice

See item 7c.

8 Monitoring Practice Performance

a Online Access To Health Records

SB reported that this is an ongoing work in progress with data protection and third party issues still to be resolved.

b Extended Hours

SB reported that this is still working well and that it had been noted that people dependent on those in work were also able to utilise these slots which had been an unrealised need.

c Friends and Family Test

No responses had been received.

d Transforming Our Communities

SB reported that this project had now been concluded.

e Vitrucare

SB reported that he was still waiting to hear from Vitrucare.

f CQC Inspection

SB reported that the CQC inspection will take place on 4 October with Harewood's inspection on 5 October. The CQC team will be contacting PPG committee members by e-mail. The team comprises of an Inspector, a GP and a Pharmacist. The same Inspector will perform the inspection at Harewood but with a different GP and Pharmacist. It was hoped that feedback from the inspection would be available for the AGM.

g Telephone Triage

SB reported that this new system was working very well.

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

a Practice Extension

SB had no news on progress of the practice extension. Brentwood Lodge patients are due to move to the new Harmby Road site at the end of October.

b Other

SB reported that Dr Owen had suffered an accident whilst cycling abroad and had a broken pelvis. The earliest possible return to work would be mid November but SB expected that a phased return would be recommended.

Harriet Manning has now assumed more duties and has a new job title of Administrative Co-ordinator. Catherine Brown has been appointed note summariser.

10 Date Of Next Meeting

The date of the next meeting after the AGM will be Thursday 15 December 2016 at 7.30pm.