

# LEYBURN MEDICAL PRACTICE

## PATIENT PARTICIPATION GROUP COMMITTEE

### Minutes of Meeting held on 4 May 2017 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 (NW), Geoffrey Linehan (GL), David Bolam (DB), June Stancombe (JS), Sue Medley (SM), Margaret Moffatt (MM), Stephen Brown (SB).

**In Attendance** Louise Robertson-Rennard

#### 1 Welcome and Apologies

Apologies were received from Bill Wilson. NW welcomed all to the meeting.

#### 2 Declarations of Interest

There were no declarations of interest.

#### 3 Louise Robertson-Rennard (Practice Website)

Louise gave a demonstration of the new format of the PPG section of the practice website. Discussion took place about the sign-up form, members forum, PPG email contact address, project management and the option of a newsletter. Louise promised committee members new passwords for the site. It was agreed that a rota would need to be organised for committee members to monitor the website. It was also agreed to promote the new website for PPG members at the Open Evening.

#### 4 Minutes of the last Meetings and Matters Arising

The February minutes were agreed.

##### a Response to presentation on local STP

GL attended the Upper Dales Health Watch STP meeting and provided copies of the minutes. GL reported that basically the Upper Dales Health Watch was

running in parallel with our group and would like to continue to work in association with our PPG. It was reported that our local MP is working with the Darlington MP regarding the proposed STP. Consultation with the public has not yet started. Some STP's have already been published and the more successful ones are those that are based on the five year forward plan and have had primary and secondary care working together. Unfortunately the STP for our area is occurring at the same time as reconfiguration of our hospital service and this does not fit easily into the STP and neither does the Fit For The Future Plan. It was noted that without any more funding little headway can be expected.

## **5 Correspondence Received/Meetings Attended**

### **a Town Plan Survey**

NW reported that the town plan survey will be shortly taking place and the Medical Practice has agreed to act as a collecting point for the survey. The PPG will have the collecting box on their table.

### **b Local Ambulance Service**

DB reported on various concerns about the ambulance provision in the area, including an issue raised by Mrs S Simms, and the move of the paramedic car in Richmond to Northallerton. GL also expressed concern about the ambulance service and the STP threat which would mean YAS covering four different STP areas. GL and DB agreed to take this item forward.

A letter had been received from Wensleydale Wheels requesting our support for a Lottery funding scheme for patient transport. It was agreed that NW would provide this. It was noted that the local volunteer driver scheme is now being co-ordinated from Stokesley.

## **6 Sustainability and Transformation Plan**

This item was combined with Item 4

## **7 Raising Awareness**

### **a Notice Board Rota**

NW had produced a new rota and JS has already changed some of the noticeboard.

### **b Open Evening**

The open evening will be on Wednesday 21<sup>st</sup> June. This is the same week as PPG awareness week. NW will invite the manager of Kirkwood Hall to speak and will highlight the new PPG area of the practice website. It was agreed to invite the Harewood PPG.

c Future speakers/members presentations

i Mandy Dargue (Patient Champion)

It was agreed to ask Mandy Dargue to speak at the meeting following the Open Evening.

ii NW (Primary Care Compared)

NW will present this at a later meeting.

d Shared Care

There was no update to report

e Patient Transport

NW has updated the patient transport information at Reception.

## **8 Monitoring Practice Performance**

a Extended Hours

SB reported that there was still a good uptake of these appointments.

b Friends and Family Test

There were no completed Friends and Family Tests.

c Repeat prescription service

SB confirmed the closure of the telephone repeat prescription service following an incident and although unpopular with a few patients the health and safety risk meant that the service had to close as advised by the Medicines Management Team. The local pharmacy is in discussion with the medical practice about patients leaving repeat prescription requests with them.

d Other

SB reported that the surgery had gained all possible QoF points, dropping one and a half points due to a box not being ticked on an emergency contraception form.

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

a Practice Extension

SB had no further information about progress on this topic.

b Other

The Living Well project will be providing a service at the practice on a Thursday morning once a month and patients will be referred by GP's and nurses. It is designed for a range of patients who may be socially isolated, bereaved or stranded by life changing events. It is a twelve week provision for patients.

**10 Date Of Next Meeting**

The date of the next meeting will be 20 July 2017