

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 20 July 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), David Bolam (DB), June Stancombe (JS), Sue Medley (SM), Stephen Brown (SB).

In Attendance Mandy Dargue

1 Welcome and Apologies

Apologies were received from Geoffrey Linehan and Margaret Moffatt

2 Declarations of Interest

There were no declarations of interest.

3 Mandy Dargue (Patient Champions)

Mandy spoke about how the PPG could become more involved within the practice and suggested a number of events that we could assist with including helping schools put up their artwork; using the vacant noticeboard for a monthly promotion topic such as the meningitis campaign; distributing the GPAQ questionnaires commencing 18 September for a fortnight; having our own patient survey. It was felt that badges would help promote our presence in the surgery. It was agreed that members would help with the 'flu sessions which this year will also have a MacMillan fund raising coffee morning. Discussion took place about signposting and possibly working with the receptionists. It was noted that the NHS England care navigation proposal was somewhat difficult and complicated and needed further consideration. It was agreed that NW would produce a sheet with some of the ideas discussed and circulate it to all PPG members via email to gather more suggestions and offers of help.

4 Minutes of the last Meetings and Matters Arising

The minutes the last meeting were agreed. It was also agreed that NW would send copies of approved minutes to Louise Robertson-Rennard for inclusion on the practice website.

5 Correspondence Received/Meetings Attended

The June edition of the NAPP bulletin has been received.

Members of the PPG were invited to attend a Diabetes Pathway meeting at the CCG offices but unfortunately no-one was available for that date.

DB attended an ambulance meeting two months ago. He reported that the Yorkshire Ambulance Service was leaving discussion with the STP to the North East Ambulance Service. The recent 999 system shake up followed YAS taking part in a two year pilot with two other services and it was felt that the new system should provide an improved service.

6 Web Site

a Passwords

These have now been received by all committee members.

b Email contact address

This is to remain as NW's email address.

c Improvements for easier use

Members have been asked to check the website for any errors. NW has requested that the PPG tab be relocated on the website for easier use.

d Website rota

It was decided that the website rota should run alongside the noticeboard rota.

7 Sustainability and Transformation Plan

SB reported that the first engagement session with Primary Care had taken place last week. It is still in the very early stages and there is some uncertainty about the final areas to be part of the STP.

8 Raising Awareness

a Notice Board Rota

This item was discussed under item 6d.

b Feedback on open evening

It was felt that the open evening was successful with a reasonable turnout and good participation from those attending.

c Future speakers/members presentations

i NW (Primary Care Compared). This will take place at our December meeting. Members were asked to suggest any further topics or speakers for future meetings.

d Shared Care

SB reported that the practice always encourages patients to take responsibility for their own conditions. Harriet Manning is taking part in a new initiative called Time for Care which covers one aspect of self management.

e Patient Transport

NW has checked that the information held by Reception is up to date. SB reported that patients are frequently enquiring about transport availability for appointments and the folder of information is well used.

9 Monitoring Practice Performance

a Scheduling review of business plan/discussion of local census and health data.

SB reported that the first business planning meeting was planned for September and it may be possible to review it at the December meeting.

b GPAQ

As discussed in item 3, PPG members will assist with the distribution of the GPAQ questionnaires.

10 Other Practice/CCG/Heartbeat Alliance Update and News

a Practice Extension

SB had no further information about progress on this topic.

b Other

SB reported that he now provides the Catterick practice with the staff weekly update and it was agreed it would be circulated to the Leyburn PPG members as well.

The CCG has started a public consultation regarding Mental Health Services. It was noted that this area was one of the worst for investment although more money has now been allocated.

NW asked about the pressure on appointments and SB responded that there is still a general pressure for appointments but there are unexplained peaks and troughs. The 24/7 appointments based at Catterick is being relaunched with evening and weekend availability.

10 Date Of Next Meeting

The date of the next meeting will be Thursday 28 September 2017.