

LEYBURN MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP COMMITTEE
Minutes of Meeting held on 28 Sept 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 (Chairman) (NW), June Stancombe (JS), David Bolam (DB), Bill Wilson (BW), Sue Medley (SM), Margaret Moffatt (MM).

Apologies

Apologies were received from Geoffrey Linehan (GL)

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

1 Welcome and Apologies

The Chairman welcomed everyone to the meeting.

2 Declarations of Interest

There were no declarations of interest.

3 Minutes of The Last Meeting And Matters Arising

The minutes of the last meeting were agreed.

4 Correspondence Received/Meetings Attended

NAPP bulletins for July and September had been received. It was noted that the on-line survey regarding certain medicines no longer being prescribed, needs to be completed by 13 October.

DB reported that he had attended the AGM of the Ambulance Trust. A talk at the beginning of the meeting was particularly interesting. It was about falls in the home that were attended by paramedics who followed up the fall, making the home safer in an attempt to prevent further falls and looking at medications which may be responsible for falls. It was noted that once the

ambulance service has electronic reporting forms, this information would be passed to GP's. SB said that paramedic Pete Shaw was very helpful regarding this type of information. DB also reported that the Northern Ambulance Alliance has now been joined by the East Midlands service.

5 Sustainability and Transformation Plan

SB reported that he had no further information available, other than the new title of North East and Cumbria STP. He reminded us that each CCG involved in the STP had the right of veto over any proposals with which they disagreed. There appeared to be more interest in acute care changes but the CCG's were working with the community care, in particular in our area they were working with North Yorkshire County Council.

6 Raising Awareness

a PPG involvement

i MacMillan cake stall

The first cake stall on Saturday was discussed and arrangements made for JS, MM, NW and BW would look after this and SM, DB and GL would look after the second stall on 14 October.

ii GPAQ

Each of the committee members spoke about their experience handing out the questionnaires and all said how interesting it was to observe the working of the surgery. SB replied that the reception staff had appreciated all the help given.

iii Signposting

The issue of signposting was discussed in relation to giving patients the information that they required. It was noted that this had already been done with the transport information. The question was 'what next'? SB said staff were overwhelmed with demand, often non-medical, but he is putting in place a big exercise to establish where exactly the demand is coming from. He proposed to speak with Louise Robertson-Rennard about the website. NW said that his recent letter to all PPG members asking for help at the surgery had met with no response at all and he would push this again at the AGM.

iv Monthly topics

It was felt that the new noticeboard should perhaps be a quarterly feature. SM offered to produce some posters relevant to exercise as the first topic to encourage more of the local population to undertake some or more exercise.

v School artwork

SM reported that she was doing the first session putting up of the artwork from schools on the noticeboard.

b Noticeboard rota

NW will produce a new rota starting in December.

c AGM (Linda Lloyd)

It was agreed that the AGM would take place on Wednesday 22 November and NW would organise either a speaker about Mental Health or Linda Lloyd.

d Future speakers/members presentations

NW will speak on Primary Care Compared and asked other committee members to consider any future topics to be presented by themselves or topics requiring a speaker.

e Patient Transport

NW reported that the transport information was up to date. An article about the community bus service in Bedale that transported patients in the surrounding area was discussed. It was noted that Bedale already had a community vehicle serving the area. It was also noted that the service was only available on Tuesdays for the surgery. NW to investigate recent initiatives that were happening in our area.

f Other

There were no other issues for this item.

7 Monitoring Practice Performance

a Online Access To Health Records

SB reported that the Data Protection Act ended on 24 May and the new GPPR euro legislation took its' place and will continue to do so. It involves a tightening up on access and consent, presumed consent to be more explicit. The practice proposes to make more use of text messaging which will involve an initial text to activate the service. There is to be no charging for copying of medical records any more. SB will be working to implement further use of technology when and where possible.

b Extended Hours

Extended hours are still being well used although it is not possible to staff this at Harewood. Appointments are still difficult with waiting up to three weeks for routine appointments.

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

SB reported that the initial meeting for a new business plan had been overtaken by rota issues and the schedule will now be well into next year.

d Other

SB reported that Mandy Dargue was retiring due to family reasons at the end of December but will still do some work from home. Harriet Manning has been promoted to assistant practice manager and will take over some but not all of Mandy's work. An advertisement for an administrative assistant to cover some of the work Harriet previously did, has met with a good response and interviews will take place shortly.

8 Other Practice/CCG/Heartbeat Alliance Update and News

SB reported that the practice extension plan is still ongoing and land is still available. Broadacres would like the community services to move from the current site as soon as possible.

JS asked what Chapter 3 was and SB explained that it was the provision of protected learning events based on the five year forward view relating to primary care.

A question was raised about whether all GP referrals were subject to peer review? SB responded that this had not been negotiated in the contract and our GP's preferred a facilitated electronic exchange with advice from a consultant to potentially save a referral and the patient being treated more quickly.

9 Next Meeting

The next Committee meeting will be held on Thursday 7 December at 7.30 pm, the AGM having already been agreed as Wednesday 22 November.