

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 21st March 2018 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), Sue Medley (SM), Eileen Clarkson (EC).

Apologies

Apologies were received from Bill Wilson (BW), Geoff Linehan (GL) and Margaret Moffatt (MM).

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, AGM and Matters Arising

The minutes of the last meetings were agreed. NW noted that he had yet to distribute the bowel cancer screening leaflets.

4 Correspondence Received/Meetings Attended

a NAPP Newsletters

NW asked if anyone would like to attend the annual conference of the NAPP association but no-one was willing to attend. It was noted that the PPG awareness week was to be held during the week of 4th to 9th June and it was agreed that we should hold our annual open meeting during that week. NW highlighted the Kings Fund report on General Practice. JS agreed to apply to

join the NAPP group of 100. NW asked whether the practice had copies of the revised patient referral leaflet and SB agreed to check this with Harriet.

b CCG Newsletters

There were no issues raised about any items in the newsletters.

c Other

DB reported that there had been no public meetings of the Ambulance Trust since November but that there was one scheduled for next Tuesday.

5 Sustainability and Transformation Plan

SB reported that he had no further specific information available about the STP but that it was encouraging that Ken Readshaw was now a lay member of the STP on the governance committee.

6 Raising Awareness

a Rota

EC requested a copy of the rota. The rota appears to be working well.

b Future Speakers

NW had contacted the two people who are organising the Alzheimer sessions at Kirkwood House and Linda Haggie and Tony McFarland had both agreed to speak at our open evening. SM said that she had a topic in mind for a presentation. Members were asked to bear in mind the need for future speakers and topics for presentation.

c Open Evening

It was agreed to hold the open evening on Wednesday 6 June at 7pm. The speakers will be as agreed in the previous item.

d Better communication with patients

It was agreed that the committee would undertake to revamp the noticeboards in the entrance lobby. NW suggested that the patient information leaflet which is available on System One, and is only given to new patients, should be enlarged and put on the board. SB noted that certain statutory notices have to remain prominently displayed.

A photoboard of staff at the practice was currently under consideration and will be discussed at the next staff meeting.

The new noticeboard in the waiting room which currently features healthy exercise groups and information, is due to be updated. SM agreed to discuss

with Harriet about any new topics. EC suggested osteoporosis could be highlighted at some time. It was not known if there had been any reaction to the new noticeboard.

e Response to Town Plan

NW reported that one of the questions on the Town Plan survey was about members of the public being prepared to volunteer for things in the community. A list of 30 people gave their details about being interested in helping at the practice. It was agreed that these people should be invited to the Open Evening.

f Other

There were no other issues raised for this item.

7 Monitoring Practice Performance

a Pressure on GPs and their team

SB reported that things continue to be very pressurised however, Dr Layborne has started a phased return to work. Dr Iona MacIntyre will start on Monday with two full days and two half days and then from July with three full days. Lisa Kitson will be leaving at the end of May to work at Bedale. One of the nurses at Harewood is retiring and the partners are going to take some time to consider how to replace them.

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

SB reported that an initial meeting had been held on Saturday. There were a lot of difficult decisions to be made but he thought that he would be in a position to ask for our views on the business plan by late summer/early autumn.

c Other

There were no other items for discussion.

9 Other Practice/CCG/Heartbeat Alliance Update and News

a Practice Extension

SB had little to report on any progress other than Broadacres were keen to start work. He asked that this item be carried forward to the next meeting.

b Other

SB reported that the practice was looking at the use of the online messaging facility that is part of system one. He noted that e-mail was not ideal,

auditable or secure at the patient end. They are also looking at the text engine currently running at Harewood and discussing whether to use the app to roll out at the Leyburn practice.

EC asked about the recent flu campaign and SB reported that next season they would be using the quad vaccination in line with Public Health England. SB was requested to ask practice staff whether they would like our support to run the cake stall fund raising campaign next year.

9 Next Meeting

The next Committee meeting will be held on Wednesday 23 May.