

**LEYBURN MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP COMMITTEE**

**Minutes of Meeting held on 21 November 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), Eileen Clarkson (EC), Sue Medley (SM) and Tom Scrivin (TS)

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

**1      Welcome and Apologies**

NW welcomed all to the meeting and introduced Tom Scrivin, an HCA at Harewood and potential medical student as a new member of the committee. Apologies were received from Geoff Linehan and Pat Lee.

**2      Declarations of Interest**

There were no declarations of interest.

**3      Presentation on generic drugs by Mick Rayner and Sue Buck**

This item was postponed until the next meeting.

**4      Minutes of The Last Meeting, AGM and Matters Arising**

The minutes of the last meeting were agreed after a minor correction was requested by DB regarding the turnaround time of ambulances at hospitals.

**5      Correspondence Received/Meetings Attended**

a      NAPP Newsletters

There were no issues arising from the NAPP newsletters, the November issue has not yet been received.

b CCG Newsletters

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

c Other

It was also noted at this point that the shuttle bus service between the Friarage and James Cook has ceased. No reason for the withdrawal of this service has been given. NW agreed to write to the North Yorkshire County Council again highlighting problems with transport to hospitals from our area. TS also noted that an immediate neighbour had recently had a fall and had been taken to hospital by ambulance but is not able to drive and will have problems with follow-up care. DB said that 8am appointments at James Cook had been stopped for patients from this area. It was also agreed that NW should contact Jane Ritchie from the Upper Dales practice to enquire what action they were taking about this problem.

DB will attend a meeting of the ambulance trust in Wakefield next week.

NW reported that his response to issues about the practice in Leyburn Life will be published in the December issue, there was a communication problem preventing publication in the November issue. He reported that to date he had received no response from members of the public.

## **6 Sustainability and Transformation Partnership**

SB reported that there was to be a meeting of the STP next week to set out strategy with the theme of 'Place-based care'.

## **7 Raising Awareness**

a Rota

It was agreed that the noticeboards were a mess and NW will take down all posters with the exception of the privacy notice, stop smoking notice and the AA notice. We will meet on Thursday 13 December at 10 am to redesign the boards.

It was also noted that the staff information on the lobby noticeboard was out of date and SM agreed to liaise with staff about an update.

The webinars presentation circulated by SB in September had some excellent poster information and it was agreed to use some of this for one of the noticeboards.

b Future Speakers

The presentation on generic drugs will take place at the next meeting. Members were asked to bear in mind the need for future speakers and topics for presentation.

c      Open Evening Review/Arrangements for the AGM

NW had prepared a letter to all PPG members regarding the combination of the Open Evening and the AGM and it was agreed to ask James Dunbar, Clinical Director of the Friarage, to be the keynote speaker.

**8      Monitoring Practice Performance**

a      Pressure on GP's and their team

SB reported that the pressure on GPs was not abating. However, the team at both practices is expanding, Jane McLellan has started as a new GP, there is a policy of sharing nurses between practices to maximise skill sets, and Caroline Blackburn nurse practitioner is also new to the practice. Janet Singleton will start in February 2019 as a new specialist diabetic nurse doing a day a week at each practice. In addition, Sarah Wilson will be a GP at Harewood. The doubling-up of staff in the mornings on the telephone between 8.30 and 10.30 seems to be improving the situation with the second part of the morning being quieter. Harriet will be conducting some activity assessment to monitor the effectiveness of this. The new engage/consult app has been introduced on the practice website with a slow uptake. Dr Laybourne is away sick but proposes to start a phased return to work at the beginning of December. The hope is that at the beginning of the New Year everyone will be present and there should be more appointments. SB noted that they have been backfilling with locums but these are difficult to find at the moment.

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

SB reported that although this started in February 2018 with decisions about Harewood and recruitment, a further meeting is scheduled for 24 November to discuss succession planning and after one further meeting the business plan should be ready in the New Year.

c      Other

Survey results showed that the first part of the questionnaire is fairly stable meeting national benchmarks, the real problem was ease of access where the scores were falling although they were still good in terms of comparison with national averages.

EC raised a query about how sick children are dealt with later in the day when there are no appointments left and SB responded that the parents would be put in touch with the on-call GP of the day who is actually based in the practice until 6.30 pm.

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

a Practice Extension

No further information is available.

b Other

Amanda Blower will be the new Accountable Officer for the executive management of the three CCG's (Hambleton, Richmondshire and Whitby, Harrogate and Scarborough and Ryedale). SB reported that further changes will follow.

SB confirmed that there are sufficient stocks of the flu vaccine.

SB noted that the CCG appear to be on target to meet the financial target set for this year but the problem will come in the next financial year as there remains little left to cut.

**9 Next Meeting**

The next Committee meeting will be held on Wednesday 30 January 2019.