

LEYBURN MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 5 September 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), Geoff Linehan (GL) and Pat Lee (PL)

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

1 Welcome and Apologies

NW welcomed all to the meeting and introduced Pat Lee as a new member of the committee. Apologies were received from Sue Medley.

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.

5 Resignation of Bill Wilson and Margaret Moffatt and confirmation of filling of casual vacancies by Tom Scriven and Pat Lee

NW confirmed that he had written to both Bill and Margaret to thank them for their contribution to the committee.

6 Correspondence Received/Meetings Attended

a NAPP Newsletters

There were no issues arising from the NAPP newsletters

b CCG Newsletters

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

c Other

DB had attended a CCG meeting – Planning The Best Care For Your Future, the last 1000 days – which was designed to plan how to cope with later life and more interaction in rural areas. DB reported that there had been two meetings of the Yorkshire Ambulance Trust (YAS). He gave a brief summary of significant points including the fact that the category Red 1 and Red 2 are now called Cat 1 and Cat 2 and have a reduced target response time of 7 minutes which is just being exceeded but with a 90 percentile figure. He explained that it gives a better idea of response times, the July lowest mean call was 3 seconds with the Cat 2 at 20,89. There is now a paramedic on every vehicle and they are working to respond with hear and treat, treat and refer and treat and convey, the purpose of which is to keep as many patients from being taken to A&E as possible. DB did stress that there are more double-crewed ambulances in the metropolitan areas but that the rapid response vehicle is more appropriate for our rural area. He did note that the call numbers are rising all the time. There are also still problems with turnaround times, the worst being in Scarborough. The YAS had applied for and received an extra £7.6 million which is being used on 62 new ambulances and upgrading some cleaning stations. The paramedics have now been taken out of the Friarage A&E and are working in the community which means the Friarage is more of an urgent care centre. Paediatrics is a problem with children being sent to James Cook or Durham.

7 Sustainability and Transformation Partnership

SB pointed out the slightly altered name of the STP. It was noted that the STP seem to be focused on commissioning acute hospital care. The CCG's remaining essentially the same but have a single management team. The three local CCG's are working together with North Yorkshire County Council. The PWC report did mention that the three CCG's are too small.

8 Raising Awareness

a Rota

NW has provided all committee members with an updated rota together with a reminder of duties.

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

Discussion took place about the very disappointing attendance at the open evening which was essentially very informative and interesting. It was also noted that the last AGM was also poorly attended. SB pointed out that the AGM did not necessarily have to take place in November and it was suggested that a short AGM with a keynote speaker (possibly James Dunbar, Head of Friarage or Richmondshire Today) in the summer, might attract more patients. SB will check the PPG constitution to ensure the proposed move of the AGM complies with the rules.

d MacMillan Cake Stalls, 29 September and 27 October 8.30 am to 11.00am

JS and EC agreed to help on 29 September, NW and GL will assist on 27 October, other committee members to let NW know which days they can help. NW will contact Harriet Manning to organise arrangements for entry by the back door on the clinic days at 8.00 am. NW said that Sue Fairhurst has already offered to supply a contribution of cakes.

e Other

SB informed us that the Harewood PPG was in crisis due to lack of interest but hoped that the new integrated care campus may attract more members. The new campus has top level MOD and NHS support, the funding is in place and is just waiting for the business case to gain approval. The intended completion date is 2021.

9 Monitoring Practice Performance

a Pressure on GPs and their team

SB announced that a new nurse practitioner, Caroline Blackburn is starting work at the end of the month and a new salaried GP Jane McClennan will start next month. Dr Wild will be permanently based at Harewood. Following a change of personnel at Harewood, Deb Smith will be the Lead Practice Nurse for both practices. The two new nurses at Harewood may backfill at Leyburn if needed and it was hoped that the greater fluidity will maximise the nursing skills. The new GP Registrar is Harriet Protheroe. SB said that there was still huge pressure on appointments and three locums have been used over the summer to cover vacancies. SB thought that from December onwards we should have a stable team of nurses and doctors.

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

SB said that they were still having partner workshops looking at the problems of capacity and recruitment, now reviewing telephone triage and how to deal with chronic disease and also trying to ensure GP's remain fit and well as the strain was beginning to show. SB hoped to have an outline business plan to share with the committee in the New Year.

c Other

The national patient survey in the summer showed a slip in satisfaction rating and that the practice was in the bottom half of the local practices rather than the top half (but still within the 5% top range). In response SB has proposed to have two members of staff answering the telephone between 8.30 am and 10.30 am with patients being asked to call later in the day for non-urgent enquires and booking of chronic disease nurse appointments.

10 Other Practice/CCG/Heartbeat Alliance Update and News

a Practice Extension

SB said that the county council had now moved forward on the Brentwood Lodge proposals and that physiotherapy and podiatry will definitely be incorporated into the practice building within the new extension. He was not sure about whether the dentistry provision would be at the practice or at the Brentwood Lodge site.

b Other

SB stated that the list size had now reached 6052 and that current developments and proposed developments in Leyburn and Middleham may mean the list size increases to 7,000.

A new online consultation app will be introduced on 23 October, which will be available to patients from a link on the practice website.

Pharmacy2U had sent letters to Leyburn patients offering a postal prescription service. Patients had been confused by the use of the NHS logo and the name of the practice being on the letter. SB has now put information and advice on the Jayex screen.

9 Next Meeting

The next Committee meeting will be held on Wednesday 21 November 2018.