

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 27 February 2019 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), Pat Lee (PL) and Tom Scriven (TS)

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

1 Welcome and Apologies

NW 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 meeting were agreed as correct.

4 Raising Awareness

a Rota

Members confirmed that they had all received a copy of the new rota for the noticeboards and website updates.

b Open Evening and AGM

i Guest Speaker

NW reported that James Dunbar, Head of The Friarage has confirmed that he will be our speaker for the AGM but had asked for a rough guide about the theme of the speech. It was suggested that the future role of services at the

Friarage should be covered together with plenty of time being made available for questions from members of the public.

ii Publicity March – June

a Posters

GL will liaise with JS regarding the posters advertising the AGM and Open Evening and it was agreed that the opportunity for submitting questions for the speaker should be more prominently displayed on the poster.

b Articles

NW and TS agreed to produce articles highlighting the Open Evening and AGM which will be included in Leyburn Life, The Bridge and the D&S.

c Website

SM agreed to update the website with information about the forthcoming meeting and will include it on the Town Council and Town Plan pages.

d Facebook

It will also be featured on the practice Facebook page.

c Patient Communication

i Drop-in session

After discussion it was decided that the drop-in sessions would be announced at the AGM and a possible session at the end of June and another one in September would be planned. The sessions would need two members of the committee to be available. NW would liaise with Harriet about room availability for these two potential sessions.

ii Other

SM suggested that a Facebook page should be added to the PPG section on the practice website and agreed to look into this.

5 Any Other Business

i SB kindly agreed to pay for the annual NAPP subscription.

ii Withdrawal of the Minor Injuries Service

SB reported the sudden announcement by the CCG with no prior consultation that the Minor Injuries Service was to be decommissioned. Patients will now have to be directed to the Friarage A&E (to be downgraded to Urgent Care Centre next month). This will have a huge impact on patients. The practice

currently treats 300 – 400 patients per year (this figure does not include those patients treated by Paramedic Pete). Concern was expressed about the future of the paramedic service based at the surgery if it no longer provided a minor injury service. It was noted that only 23% of patients treated by the paramedic required further hospital treatment which means that 77% of patients were successfully dealt with by the paramedics. It was further noted that this decommissioning of the service was purely based on the requirements of the CCG to save money and that any savings incurred by this measure would not be reinvested in any form of healthcare but would simply contribute to reducing the CCG's liabilities. It was felt that this was purely a cynical exercise to save money and the CCG was relying on the goodwill to still treat some minor injury patients. Concern was expressed for the reception staff at the practice who would have to turn away patients and direct them to the Friarage. The usual concern about transport issues was also acknowledged. It was felt that patients would also be confused as when a paramedic was on site the patient could be treated but on other occasions they would be redirected. It was also felt that this action was discriminatory in terms of ease of access for patients living in Northallerton but not for those in more rural areas and will result in unequal health care provision. It was also noted that many patients will opt to go to Darlington A&E, particularly those from Harewood, Richmond, Aldborough St John, and this would result in charges on a cost per patient basis to the CCG which would reduce any saving incurred by the withdrawal of service.

It was agreed that NW would liaise with Jane Richie, HEN representative and also Upper Dales Healthwatch about this situation. Concern was also raised about the impact of this withdrawal of service on children who may have to travel to James Cook in view of the reduced paediatric service at the Friarage. A query was raised about how many patients would opt to travel to Harrogate for service provision. TS asked whether the CCG had investigated retaining the service on a cost per patient basis rather than the current cost per capita and cost per patient basis. SB was not aware that this had been considered as there had been no consultation with practices about this. It was noted that the CCG does have to save another £5million to reduce the deficit. Committee members also questioned whether any public information would be produced to signpost patients about where to go for minor injuries.

It was also noted that this action seemed to go directly against the new NHS policy of care in the community.

NW agreed to contact our MP and the CEO of the CCG to express our deep concern about this withdrawal of service by the CCG and the impact it will have on patients.

iii Closure of ITU cover and downgrading of A&E cover at the Friarage

The sudden announcement of the reduction in anaesthetic cover available for the Friarage and subsequent closure of intensive care facilities and downgrading of A&E to an urgent care centre caused much discussion and

concern. Although the measured was announced as temporary, it was felt that there was little hope for optimism.

iv EC reported that she had recruited two possible new members for the committee.

v GL stated that he may not be available for the next meeting due to health issues.

6 Date Of Next Meeting

The date of the next meeting will be Wednesday 27 March 2019