

**LEYBURN MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP**  
**REPORT OF THE COMMITTEE 2017-19**

**MEMBERSHIP**

Your Committee members during this period have been Nigel Watson (Chair), June Stancombe (Vice-Chair), David Bolam, Geoff Linehan, Sue Medley, Margaret Moffatt, Bill Wilson, Tom Scrivin, Eileen Clarkson and Pat Lee. June Stancombe has also been our secretary during the year.

**KEY ISSUES**

**Pressure on the practice** – This continues to increase. In the last year, the practice dealt with 48,000 appointments, covering more than 6,000 registered patients.

External monitoring reports have found that the quality of service has been sustained. One area, however, where satisfaction levels were dropping was the ability of patients to contact the surgery in the mornings. As a result, phone coverage in the mornings has been increased and this seems to have resolved the problems.

The existing telephone triage system has been working well and 2-3 patients every day are making use of the NHS online consultation system.

**Minor injuries** – As most of you will know, this service was terminated by the Clinical Commissioning Group from 1 Apr 2019 and patients with minor injuries are now expected to attend their nearest A&E/Urgent Treatment Centre.

**Patient Communication** – We are offering patients the opportunity to provide confidential feedback about the practice during drop-in sessions. Any and all opinions are welcome, anonymity is guaranteed, and we will make sure the information is fed back to the practice. The first two sessions are taking place in June: Monday 17 from 10am to 12 noon; and Thursday 27 from 2-4pm.

**Committee Membership** – We are asking the meeting's approval to increase the number of committee members to ten which will allow us to welcome two new members. Tom Scrivin, who has been an invaluable member during the last year, will be leaving us in the autumn to begin his medical training and we wish him well.

Once again please take time to read the minutes of the Committee's meetings. These can be found on the practice website and may help to answer questions you have about the practice. We would like to thank Stephen Brown and his colleagues for their help and advice.

Nigel Watson, Chair

June 2019