

## Leyburn Medical Practice PPG

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Minutes of Committee Meeting held at 16.30 on Weds 29<sup>th</sup> Nov 2023

**Attendance** – Alison Binks, Jan Armstrong, Nigel Watson, Sue Medley (Chair), Denise Houghton, David Bolam, Jo Butler, Eva Stone, Geoff Linehan, Lesley Hilton.

**Apologies** – Judy Metcalfe.

**Declarations** – Denise Houghton (Redmire Parish Councillor). [It was stressed that every committee member is here as a patient of the practice.]

**Minutes of last meeting** – Approved.

**Matters arising** – None.

**Presentation** – Jan Armstrong outlined the triage system used by receptionists (copies were circulated) and the rota system for the practice. Members were struck by their complexity, which was designed to give as much flexibility as possible in response to patient needs. New receptionists were given 6 weeks' training on the system. Various issues were raised by members, including the offering of telephone or face-to-face appointments, the effectiveness of the online consultation system (which was underused) and longstanding difficulties relating to hospital transport. It was pointed out that a list of transport options for patients was available from reception. The main challenge was ensuring the consistency of messaging to patients from receptionists.

**Correspondence/Meetings** – David Bolam attended the **South Tees Trust AGM** and referred to the forthcoming merger of the Trust with North Tees and Hartlepool. One of the major concerns raised was poor communication between hospitals and patients.

Jo Butler spoke about **the first online meeting of the ICB**, which consisted of a series of presentations, without the opportunity for questions.

This led to a discussion concerning the ICB's healthcare plans for the Dales, which had been raised by Denise Houghton at the previous meeting. She outlined a proposal – which received unanimous support - for a Dale-wide meeting of PPG and parish council representatives to hear directly from senior ICB executives about the implementation of their plans, with the opportunity for questions. She also referred to the recent Healthwatch report which corroborated poor access to healthcare and social care in the Dales, particularly a lack of choice for patients. Many of these were longstanding issues, which members believed could be resolved only by the injection of additional resources.

Sue Medley spoke briefly on the **online NAPP AGM**.

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General Practice Update – A copy had been circulated to members.

The committee asked Alison to send their best wishes to Dr Laybourne on her convalescence.

Particular mention was made of the newly appointed Memory Care Advisor, Lajos Szeplaki, and the Primary Care Paramedic, Steve Roberts, currently completing a three-month trial. This had proved very successful, releasing more time for GPs, and it was likely that Steve, who was very experienced, would be employed directly by the practice once the trial was over.

Mention was also made of the phlebotomist funded one day a week by the Trust, currently an indefinite arrangement unique to the practice, which was helping to reduce waiting times for hospital blood tests.

The issue of referrals was raised and Alison outlined the measures in place to ensure that referrals were not missed.

Any Other Business

**Agreed to invite one of the registrars nearing completion of their placement to the next meeting.**

**Agreed to coopt Lesley Hilton as a committee member.**

Next meeting – Will be held on Weds 7 Feb 2024 at 4.30pm.