

## BARNARD CASTLE SURGERY

Patient Participation Group: Wednesday 10<sup>th</sup> May 2017 at 6.30pm

### Minutes

#### Present:

Dr D A Robertson	GP
Angela Seward	Chair
Margaret Wood	Minute Taker

#### Patient Group:

John Blissett	Pauline Glasper
Fiona Borrowdale	Liz Johnson
John Chadwick	Robert Mintram
Frances Elliott	John Moore
David Fishwick	Joan Turnbull
Lilian Fishwick	

**AS:** Welcomed everyone

#### **Items**

#### **Action**

- 1. Apologies:** from Margaret Taube-Brown Practice Manager & Robert Mintram - he will no longer attend meetings as he has moved to Scotland.

**AS:** Advertise Vacancy for new Patient Group PPG member. Poster in Surgery waiting area, on website and look at other local places to advertise.

**MTB**

**2. Review of previous Minutes dated 22<sup>nd</sup> February 2017**

**JB:** Amendment to Minutes dated 22<sup>nd</sup> February: Substitute the word "Councillor" for the word "Counsellor."

**AS**

Agreed and accepted as an accurate record of the meeting

**3. Matters Arising:**

**a. RSVP : JC –** Updated meeting that there was no further information to report re: the continued funding for the RSVP. At the previous RSVP meeting with their Senior Management on 28<sup>th</sup> February, they were told they would hear in approximately 3 weeks - no update has arrived as yet. JC said they were still running the service till June 2017.

He also referred to the Business Plan he did to continue running the service themselves after June. The costing would be approximately £5-6000 per annum plus the donations they receive from the patients using the transport. There was £3000 donated by Friends of Richardson Hospital - however if this money is not used by June 2017, it must be returned. He felt there could be ways to raise further funding to continue the service - however a lot more work needs to be done. He discussed the work involved to become a registered charity etc. JC will give further update at the PPG August meeting.  
**JM:** suggested approaching the Marwood Trust.

**e. PPG Members helping in Surgery:** AS on behalf of MTB thanked all PPG members who spent time at the Surgery promoting text messaging and on-line services. MTB found it very helpful and useful and there was an increase in patients signing up. MTB would also like the members to consider if they would be able to commit to a monthly session or be called upon when necessary to cascade other information.

<p><b>DF:</b> Asked if there could be a tick box on form re: giving consent to spouse/other accepting telephone messages. MTB to be informed.</p>	<p><b>MTB</b></p>
<p><b>AOB: Closure of DMH A&amp;E Dept.</b>  <b>AS:</b> There has been a lot of public speculation on this, but any official announcement is not likely for some time yet.</p>	
<p><b>4. Dr John White Retirement:</b>  <b>AS:</b> Date of retirement was 30<sup>th</sup> April 2017 and all celebrations went well. Replacement Partners are DR Julian Waller who's start was 1<sup>st</sup> May 2017 and Dr Vicki Mason previously Salaried GP in the Practice will start on her return from Maternity Leave.</p>	
<p><b>5. Surgery Updates:</b>  <b>DAR:</b> Practice Website is in the final stage of completion and DAR will send e-mail link to PPG members and would appreciate any feedback before going live - it is hoped by the August PPG Meeting.   <b>AS:</b> Refurbishment of the Surgery entrance has started and installation of new doors are planned for over a weekend to cause less disruption.</p>	<p><b>DAR</b></p>
<p><b>6. Standing Agenda Items:</b>  <b>a) Dementia:</b> JB: Informed everyone Barnard Castle is now officially a "Dementia Friendly" town and all new appointed Councillors must be Dementia trained. There is a major event being held in Durham Town Hall (branded Dementia Friendly Durham) on the 17<sup>th</sup> May (11.30 – 1.30 pm); 15<sup>th</sup> June is National Cup Cake Day for the Alzheimer Society and this will most likely be combined with an event at the Bowes Museum on the 12<sup>th</sup> May; there is also a musical event in June at St Mary's Church and again, this will be advertised.  <b>AS: on behalf MTB:</b> Nicky Tullock, Dementia Adviser attended the Practice Managers' meeting and discussed the Dementia National Awareness Week 14<sup>th</sup>-20<sup>th</sup> May. The Surgery is displaying information Posters in the waiting area and there are also lots of various leaflets and local events taking place. Ian Kirkbride (Town Crier) has been appointed Chair Person for Dementia Action Alliance.  <b>b) Report back from PRG monthly meetings:</b>  <b>AS: March Durham Dales PRG Meeting:</b> Presentation from Vicky Watson Managing Director DDHF (Durham Dales Health Federation) and Dave Hall, Operations Director of DDHF re the extended opening hours which came into force from 1<sup>st</sup> April 2017, and that they were working with the 12 Dale Practices to develop this service. They have done a lot of work around better integration with Social Services.  <b>AS:</b> How is it going?  <b>DAR:</b> Feedback from April Meeting all 3 sites are operating reasonably well – however, the majority of the work is at Bishop Auckland - other 2 sites not so busy. On-going issues to iron out.  Richardson Hospital site is not hugely used. Previous to the changes patients walked in to RH no appointment required. If the demand is not there how do we manage this? Plans to discuss at May Meeting; also consider more flexible working over a year i.e. close a site at certain times of the year and increase cover over winter months.  <b>AS: April Durham Dales PRG Meeting:</b> Visit by one of our PRG members to Vocare NHS 111 &amp; Clinical Services based in Newcastle – they provide 111 &amp; clinical services for the whole of the North East in partnership with NEAS (North East Ambulance Service). 15 million calls received annually; 2.96 million calls transferred to Clinicians; average length of call – 16 minutes. (Vocare also provide 111 for Devon, SW London, Somerset and Staffordshire). 111 were launched in 2010 to simplify contact using a 3 digit number.</p>	

**DAR:** Explained the NHS 111Triage system: It sign posts patients to meet their best needs. The operators have a list of questions to ask the patients and depending on the answers, the operators drill down the tree and various other branches of questions open. This works for 90% of the patients however some need more clinical input and this has been addressed by increasing the clinical access as necessary.

Also explained the system is not designed as local service - it is patient identified by their Post Code to make NHS111 aware of the local services available.

**7. AOB:**

**JT:** Asked how many pre bookable appointments were available as she finds it difficult to book appointments ahead.

**DAR:** Explained not all GPs are working in the Practice every day due to other commitments – e.g. visiting Deer Bolt, Richardson Hospital & Barnard Castle School and if a patient wishes to see a particular GP, they may be asked to ring on the day that GP is in surgery to make an appointment. One third of appointments are pre bookable. Audits are done on a regular basis to monitor the daily demand.

There was also discussion around online appointments – there appear to be fewer of them? **MTB** will be asked to comment

**MTB**

**AS: Next meeting: August 2017 - date to be arranged**