

## BARNARD CASTLE SURGERY

Patient Participation Group: Wednesday 12th September 2018 at 6.30pm

### Minutes

#### Present:

Margaret Taube-Brown  
Dr D A Robertson  
Angela Seward  
Margaret Wood

Practice Manager  
GP  
Chair  
Minute Taker

#### Patient Group:

John Blissett  
Fiona Borrowdale  
John Chadwick  
Frances Elliott  
Sylvia Faichney

David Fishwick  
Lilian Fishwick  
Pauline Glasper  
Liz Johnson  
John Moore  
Joan Turnbull

**1. AS:** Welcomed everyone to the Meeting

**Apologies:** from Fiona Borrowdale and John Chadwick

#### **2. Review of previous Minutes dated 16th May 2018**

**JM:** Requested to change Margate Charity to Marwood Charity.

**AS:** Apologies given for error then agreed and accepted as an accurate record of the Meeting.

#### **3. Matters Arising:**

a) Marwood Charity: **AS** asked **JM** for an update regards applying for funding to help with the continuing running costs of Help to Health Volunteer Patient Transport . **JM:** it is on-going as we missed the first application date.

b) Care Navigation: **MTB:** The Staff are awaiting the final training session and then a date will be set for the rolling out of this scheme.

c) AAA ( Abdominal Aortic Aneurysm Screening) **AS:** Since **MTB** gave awareness of this service for Males of 65 years and over, several Practices who were unaware of the service have now informed their patients.

d) Richardson Hospital: **AS:** Include on December's Agenda and discuss inviting guest speaker to a meeting.  
Urgent Care Out of Hours Service: **DAR:** The OSC (Overview & Scrutiny Cttee) of Durham CC has now looked at this and they have given their approval for the CCG to look at closure of this service at the Richardson – NHSE (NHS England) are also now looking at this and once their approval is given, then the CCG will be able to go out to Public consultation on the changes that they wish to make.

#### **Agenda:**

**4. Community Paramedics: MTB:** They are under the control of NEAS and we now have 3 Community

<p>Paramedics linked to the Practice who are working closely with the GPs, helping with Home Visits and Emergency Calls.  <b>MTB</b> said the Home Visits by CPs (Community Paramedics) will continue until March 2019.</p>
<p><b>5. Healthier &amp; Wealthier Awards 2017-18:</b>  Initiated by the Citizens Advice Bureau County Durham because of the taking away of Benefits.  <b>MTB:</b> Patients can be signposted to this service by all the Surgery staff and it is proving to be very helpful to Patients.  Barnard Castle Surgery were awarded "Runners Up " within the Rural Practices. <b>AS</b> gave congratulations to the Practice and everyone applauded and agreed there is a need for this service in the area.</p>
<p><b>6. Influenza Vaccines:</b> <b>MTB</b> explained the ordering process as they must place their order at least 9 months in advance with only a 10% sale or return contract from the supplier. However this year there are two types of vaccine to be used: a) over 65 years and b) under 65 years who are in the at risk categories. Also, the supplies are limited – i.e. 40% 1<sup>st</sup> month, 20% 2<sup>nd</sup> month, and 40% 3<sup>rd</sup> month. This means the Practice must target the most at risk patients first, due to these limited supplies. Also, Community Pharmacies are providing a Flu Vaccine Service and are doing mail shots to patients as they don't have a limit on their availability of stock. <b>DAR</b> explained that GPs generally have concerns about Pharmacies being involved as they could vaccinate approx 25% of patients which means the Practices would have no choice but to reduce their ordering and this could lead to a number of patients who are at risk, who do not receive the vaccine. Practices are very good at providing this service due to the comprehensive data they hold and they always strive to meet their targets. Community Pharmacies can be very destabilising.  <b>LF:</b> will raise awareness at the next "Retired Staff Meeting" at Glaxo.</p>
<p><b>7. Man Health:</b> <b>MTB:</b> A leaflet has been produced by a Director of a Company who suffered severe depression and found there was very little information and support available for men suffering from depression. They received funding from the National Lottery fund. The Practice will display posters and promote the service.  <b>JB</b> said talking of suicide, there had only been 2 suicides so far in Deerbolt Prison since 1972.</p>
<p><b>8. Pharmacy 2U:</b> <b>MTB</b> Explained the Pharmacies are commissioned by NHS England and there is no high street Pharmacy - it is distance selling and they market it by mailshots. GP Practices are not involved in providing information to them.</p>
<p><b>9. Standing Agenda Items:</b>  <b>Dementia:</b> <b>JM</b> made the group aware of the book called "Dementia" by June Andrews – well recommended.  <b>MTB</b> told <b>JB</b> that she would purchase 10 "Dementia" Books with money raised from the Surgery Charity Book Club for the BC Dementia Friendly Group. <b>JB</b> said Nicky Tulloch's position has now been filled. There has been a change re: the Playlet – they were not successful in their bid for money for it and so the Castle Players will create their own performance of it instead.  Ian Kirkbride is the Chair of our BC Dementia Friendly Group – the Fire Service is also on board more now.  <b>JM</b> has been talking to shops and the Money coins are doing well.  <b>JB</b> said Morrisons are promoting the Dementia Friendly Programme more due to a change of Supervisor.  <b>MTB</b> enquired if " Singing for the Brain" was continuing - <b>JB</b> said it was - however they are contacting the Teasdale Mercury as the information appears to be outdated. <b>MTB</b> also suggested donating money from the Surgery Book Club donations to purchase a few of the "Dementia" Book.</p>
<p><b>10. Report from PRG Meetings :</b>  <b>AS:</b> There was a PRG In Common Meeting held on the 30<sup>th</sup> July 2018 at the Xcel Centre, Newton Aycliffe, which unfortunately AS was not able to attend, but at this meeting there was talk of the collaboration of 5 CCGs: DDES CCG, North Durham CCG, Hartlepool and Stockton CCG (HAST), South Tees CCG and Darlington CCG – they will</p>

still be separate CCGs, but work together on specific service developments. – there will also be, going forward, one Accountable Officer, responsible for all five CCGs – it was anticipated an appointment would be made by 1 October 2018. The group was also advised that STPs (Sustainability Transformation Plans) are now called ICS (Integrated Care Systems).

An ICP (Integrated Care Partnership) would continue to build on the work done so far with TAPS (Teams Around Patients). There would also be an ICP Board to oversee this work with a new Director of Integrated Services to be appointed in August 2018. There was also a verbal presentation on Mental Health, Rheumatology, Stroke, Vascular Services and MSK (Musculoskeletal) Services.

At the Durham Dales PRG Meeting in August 2018, we had Clair White, Head of Commissioning Services at DDES, talk to us about the update on Primary Care Services and the need for the Out of Hours Service to change – I did circulate to the PPG previously (7<sup>th</sup> February 2018 PPG Meeting), a report written by Ross Heatherington, Business Development Manager for the Durham Dales Health Federation (DDHF), which showed why the Out of Hours Service needed to change.

At our September 2018 PRG Meeting, we had a presentation from the Medicines Optimisation Committee, which showed amongst other things that: we spent over £53M on medicines for GP Surgeries in DDES last year – also, an additional £10M for high cost drugs through our local hospitals; that we have reduced the costs per patient in DDES CCG; there were considerable national medicines shortages and price pressures last year – a £2.5M cost for DDES; guidelines have been set for National Direction for Self Care Medication; Areas of Review – some examples: Respiratory and Diabetes, New Asthma Guidance, High Cost Drugs, Pharmacists in wider roles.

We were also told in our CCG Update of the review of several services: Vascular, Rheumatology, Care Navigation, Community Services, E-Consultation, and Suicide Prevention – 10<sup>th</sup> September 2018 was World Suicide Prevention Day.

**AS** also distributed to the PPG today, the Presentation from NHS England called “What you need to know about GP Online Services” (August 2018).

#### **11. AOB:**

**JB** enquired if the Elephant Kiosk was still being used. **MTB** explained it has been removed as under utilised.

**AS:** asked the members if they had any availability of time to attend the surgery to promote the on-line services.

**MTB** said on previous occasions when they attended, it had had very positive results. **MTB** also explained that the Repeat Prescription Telephone Service may be discontinued and move to on-line service.

**FE:** Informed the group of courses at Charles Dickens Lodge, Barnard Castle, by LEAP in Teasdale Charity Re: Computing for Older People, held on Thurs & Sat. Ring **FE** for more details.

**MTB:** Day Lewis now has a new Manager (from Northallerton) and he seems good – **MTB** has a meeting with him next week.

**MTB:** Requested a change of time for the future PPG meetings **from 6.30 pm to start 4.00 pm** . All agreed.

**AS:** Invited as requested any PPG members to attend the next PRG "In Common Meeting" on 2<sup>nd</sup> November 2018 at Hardwick Hall, Sedgfield 10-12 noon. (A further reminder will be sent at a later date).

**Explanation:** a PRG In Common Meeting = the 3 PRGs of DDES CCG meeting together – we do this quarterly: Durham Dales PRG; Sedgfield PRG and Easington PRG.

Date of next Meeting : 5<sup>th</sup> December 2018 **at the new time of 4 pm**