

BARNARD CASTLE SURGERY

Patient Participation Group: Wednesday 16th May 2018 at 6.30pm

Minutes

Present:

Margaret Taube-Brown	Practice Manager
Dr D A Robertson	GP
Angela Seward	Chair
Margaret Wood	Minute Taker

Patient Group:

John Blissett	David Fishwick
Fiona Borrowdale	Lilian Fishwick
John Chadwick	Pauline Glasper
Francis Elliott	Liz Johnson
Sylvia Faichney	John Moore
	Joan Turnbull

AS: Welcomed everyone to the Meeting.

Apologies from Pauline Glasper, John Blissett and Sylvia Faichney who is recovering well from an operation. Agreed to send card from PPG – AS to organise.
Introduced Guest Speaker Hazel Rayner, Volunteer Ambassador for Help to Health Volunteer Patient Transport (for the BC area).

Items

Action

1. Help to Health Volunteer Patient Transport:

HR: Explained they had a few teething problems at the start of this new service - however most issues have been resolved. She gave an overview of the service as follows:
They are able to accommodate most patient requests but they would really like to have more drivers and they don't mind if they can only commit occasionally. HR is attending a meeting at GSK to promote the service and highlight awareness to any employees retiring who may consider volunteer driving. The information required from the patient is Name/Address/Contact Number/ Hospital. The cost to the patient is 45p per mile and this cost is solely used for fuel. They contact the patient to confirm time, they will pick up at their door, drop them off, park their car and then take patient to their appt. HR has negotiated with all the hospitals they use regarding the Car Parking fees to consider waiving the charge. However if this does not happen the Patient must pay the charge. They are unable to accommodate wheelchairs as they are not trained to lift patients. They try where possible to give the patient the same driver if they are going for repeat appts - also if a patient would prefer a female driver. **JC** explained that he had been a volunteer driver with the previous service, and that he did start with Help to Health, but unfortunately due to lots of problems initially with the new service, he had resigned. However he is willing to return if the issues are now resolved. **HR** was very pleased with his decision.
HR said there was no charity funding now available. **AS** said she thought the CCG had taken over the funding of the service. **HR** was unaware of this. (Recap: Help to Health is the Durham Dales, Easington and Sedgefield (DDES) and North Durham (ND) CCG commissioned healthcare appointments volunteer driver service that launched in June 2017, with patients being able to book transport for

<p>journeys in DDES and ND from 3rd July 2017, and is delivered by the local charities, Supportive and Volunteering Matters jointly, with a single booking telephone number regardless of where in DDES or ND the patient lives: 0300 330 9424). They do get their basic funding from the CCGs, but more money is needed and therefore they very much welcome charitable donations to help them run the service.</p> <p>JM said he would be happy to approach the Margate Charity, this was agreed.</p> <p>AS asked where their office was - Supportive is based in Ferryhill: (the single tel no for patients goes through to Ferryhill); Carol Reynolds is the Regional Manager for Volunteering Matters and they work very closely with Supportive.</p> <p>AS: thanked HR for her presentation.</p>	
<p>2. Review of previous Minutes dated:7th February 2018 AS: Agreed and accepted as an accurate record of the Meeting.</p>	
<p>3. Matters Arising:</p> <p>a) Practice website: MTB: Has now been updated.</p> <p>b) Care Navigation: MTB: Training is starting in June entitled "Every Contact Counts". 90-110 staff will be attending the meetings which will be held off site.</p> <p>AS: Raised an issue which was discussed at the PRG Meeting on the 4th May, of patients using the on-line services provided by Practices and how would they be accommodated?</p> <p>DAR: Information regarding Care Navigation will be advertised by CCG and will be on all Practice Websites. The issue of patients using the on-line service is a concern and there may be the introduction of " E- Consultations".</p> <p>Abdominal Aortic Aneurysm Screening for Men: (AAA) AS distributed the leaflets (which she had obtained from MTB) at the 4th May Durham Dales PRG Meeting and all very pleased as they were not aware of this screening.</p>	
<p>AGENDA</p>	
<p>4. Richardson Hospital: AS circulated an article from the Teesdale Mercury (25th April 2018 Edition) regarding appointments at the Richardson Hospital. It was agreed to invite Iris Hillary, Hon Secretary and Publicity Officer for the Friends of Richardson Hospital to attend a future PPG Meeting. (The Chairwoman of the Friends of the Richardson is Marie Yarker). DAR: The Urgent Care Out of Hours Service may close at the Richardson as it is underused, and the DDHF (Durham Dales Health Federation) who run the service, are going to consult regarding this, and how to make better use of the resources available. They may consolidate the services in Bishop Auckland and make outreach visits to rural areas.</p>	
<p>5. Cancer Champion: MTB: All Practices asked to nominate Non-Clinical Lead in three areas - Bowel /Breast/Smear, to attend meetings to look at ways to promote and encourage patients to attend for the screening. FE suggested having an article in the Teesdale Mercury re: Cancer Screening. AS commented that the Practice was very good at hitting their Practice targets. MTB explained they worked very hard to</p>	

<p>encourage patients to attend. FB reflected on a patient comment who was 13 years overdue and was encouraged to attend, this saved her life as she needed treatment FB will research when the cut-off date is for Bowel Screening.</p>	
<p>6. Standing Agenda Items:</p> <p>a) Dementia: AS gave update on behalf of JB. Plans for Playlet in schools are still ongoing and there will be a stall in the Methodist Church on the 13th June for cupcake day raising funds for the Dementia Friendly Community Group. For any future projects, we are moving to set up charity status in the near future. MTB: Dementia Awareness Week runs from 21st- 27th May.</p>	
<p>b) Report back from Monthly PRG Meetings: AS: The March 2018 PRG not held because of bad snow. The 25th April was the quarterly PRG In Common Meeting when the 3 PRGs (Durham Dales, Easington and Sedgefield) all meet together and the theme of the meeting was “When to communicate, engage or consult”. Nicola Bailey, the Chief Operating Officer across DDES and ND CCGs gave a talk, with the theme: “Where are we with the NHS at the moment?”; “What is going on outside the CCG?”; “Everyone has a different view as to how the NHS works”; she also spoke about the fact that there is now one STP (Sustainable Transformation Plan) for the NE and Cumbria. We also had a presentation from Marianne Patterson of Healthwatch: Healthwatch is 5 years old, having been created in the 2012 Health and Social Care Act and each local authority area has a local Healthwatch – she talked of their priorities: e.g. Mental Health Services, Dementia, Transitions (from young people to adult services), Different Systems in GP Surgeries for accessing appointments. She highlighted their work on stroke services. At the 4th May PRG Meeting, we had a presentation from Stephen Thomas (Director Primary Eyecare) on MECATS (Minor Eye Conditions, Assessment and Treatment Service). 3 Main pathways: red eyes, floaters and flashes. You can self-refer or attend through your GP Practice. The service is available in Darlington and the Durham Dales – information leaflets at GP Surgeries. We also spoke about Care Navigation: staff training will be going on in June and July 2018; training for practices being pulled together at the moment; a video about it is also being prepared.</p>	
<p>7. AOB: AS: PPG Awareness Week is 4th - 9th June and is advertised on the NAPP (National Association for Patient Participation) website. AS thanked MTB for all the good work she does in the Practice. DAR thanked the PPG members for attending and having a PPG group at the Surgery. DF asked where the money is donated which is raised from the “Book Table”. MTB it is donated to Local Charities. JM said he always gets good feedback regarding the Practice from the Patients. FE said a patient from Charles Dickens Lodge passed on thanks to Dr UH for ringing the home to ask how she was after an illness.</p> <p>Date of next Meeting: TBC: will be Aug or Sept.</p>	