

BARNARD CASTLE SURGERY

PATIENT PARTICIPATION GROUP

WEDNESDAY, 20th MARCH 2019. AT 4.00 PM

MINUTES

Present

Margaret Taube-Brown (MTB)
Angela Seward (AS)
Jan Burden (JB)
Vivien Longstaff (VL)

Practice Manager
Chair
Durham County Carers Support
Minute Taker

Patient Group

John Blissett (JB)
Lilian Fishwick (LF)
Liz Johnson (LJ)
Frances Elliott (FE)
Sylvia Faichney (SF)

Fiona Borrowdale (FB)
David Fishwick (DF)
John A Moore (JM)
John Chadwick (JC)
Joan Turnbull (JT)

1	Angela Seward (AS) welcomed all to the meeting and introduced Jan Burden from Durham County Carers Support who had been invited to give a talk to the meeting.
2	<p>Talk by Durham County Carers Support - Jan Burden (JB) began by congratulating the surgery on the way it looks after its patients.</p> <p>She proceeded to give the meeting an overview of the extensive support work they provide across a broad range of age groups within the caring population as well as covering a large geographical area of the whole of County Durham and Darlington.</p> <p>She said secondary care is a particularly difficult area to get any assistance from with regard to getting information out to the general public and AS said she could provide her with a contact at James Cook Hospital, which she will do. This was welcomed.</p>
3	Apologies – Pauline Glasper (PG)
4	Review of Minutes From the Meeting held on 5 December 2018 – The only change is on page 3, Date of Next Meeting which took place on 20 March and not 6 March.
5	Matters Arising 3d – AS updated the meeting on the two speakers who had been asked to attend (Friends of the Richardson Hospital and Joining the Dots) – these talks will take place when we can get them.
6	Meeting Online Target – AS explained that the target had been set at 30% and following a huge team effort by the Reception staff/volunteers, Margaret Taube-Brown (MTB) announced that as of today, 30.2% had been achieved. The PPG congratulated the surgery on this achievement.

7	<p>The PPG - How Would You Like to Contribute to the Surgery - AS said she is conscious that there needs to be more activity from the PPG within the surgery and would be grateful for any help that the group can give and would like to see a concerted effort on this. She asked MTB if there was anything coming up that they could help with? MTB suggested that getting carers on to the carers register would be a good initiative but will consider it and let AS know. Fiona Borrowdale (FB) who is retiring shortly said she would be happy to volunteer when she can.</p> <p>MTB suggested the PPG could take over a notice board if there is anything they would like to promote, perhaps the Volunteer Drivers Scheme (Help to Health Volunteer Patient Transport) or Dementia are ideas. A plan needs to be adopted for this.</p> <p>A Life Less Lonely which is a list of events and useful information for people who may be lonely is something the surgery produces and help with this would be appreciated as it takes up a lot of staff time. David Fishwick (DF) offered to do this.</p> <p>The Volunteer Drivers Scheme, some kind of marketing eg, advertising in the Teesdale Mercury was discussed but John Chadwick (JC) said this has been done. He will contact the Teesdale Mercury Editor Trevor Brookes to see if there is any way in which they can help the community with getting the word out about this service. MTB informed the group the service is advertised on the surgery notice boards and also on the screens.</p>
8	<p>Serenity Social and Therapeutic Horticulture (Registered Charity) – MTB passed around an information leaflet from this service. Dr Satinder Sanghera has set this up at her home in Killerby, Darlington. She said it is suitable for anyone with long term health conditions, including physical disability and mental illness, is very hands on and tranquil. Courses run from May to August and if any members of the PPG know anyone/group to pass on the information to, please would they do so.</p>
9	<p>Standing Agenda Items</p>
i	<p>Dementia – John Blissett (JB) informed the meeting that an open meeting of the Barnard Castle Dementia Friendly Community Group (BCDFCG) had taken place on 12 March which was fairly well attended. A national director of the Alzheimer’s Society came to speak and congratulated the group on how well they are doing. The BCDFCG works alongside a local Parkinson’s Group and with the Fire Service.</p> <p>Chairman, Ian Kirkbride said that Playlet funding is still required. JB said £2000 at least is needed but probably more like £5000. The play is based on a book called ‘Grandma’ (written by Dale author, Jessica Shepherd) and will be performed by the Castle Players. It is hoped to hear about whether funding has been granted in the next week or so. Starting a funding page was suggested to help with this.</p> <p>Dementia awareness week is May 20 – May 26</p>
ii	<p>Angela: Report back from monthly PRG Meetings: 23rd January 2019: PRG In Common Meeting (combined meeting of Durham Dales, Easington and Sedgfield PRG Groups) and we also had the DDES Ambulance PRG Group joining us as well. We had 2 presentations from the Ambulance Group: North East Paramedic Pathfinder and Performance and Recruitment Update. From our PRG Groups, we had updates on: Improving 7 day Access, Rheumatology, Vascular Services and the Community Services Contract – update since implementation in October 2018 – new contract with CDDFT (County Durham and</p>

	<p>Darlington NHS Foundation Trust) – all community work now under one contract. 1st February 2019: This meeting was cancelled due to snow. 1st March 2019: CCG Update and Workplan (including CCG Improvement Assessment Framework 2018/19); Improving 7 day access Public Consultation; Primary Care Scheme; PRG Terms of Reference; Low Priority Prescribing Consultation Guide.</p>
10	Any Other Business:
i	<p>Proposed Housing Projects – JB raised his concerns about the proposal to erect 210 houses at Startforth. He believes it will have a detrimental effect on the infrastructure of the town which includes the surgery. Also any future proposed house building should be considered. MTB said that with regard to the surgery evidence shows that past house building, including recent developments, has not impacted on the surgery negatively. MTB to monitor list size.</p>
ii	<p>Volunteer Drivers (Help to Health Volunteer Patient Transport) – John Chadwick (JC) has spoken with Hazel Rayner (Volunteer Manager for the Help to Health Drivers Scheme), and two new drivers have been recruited, one has been approved and one in the process. The number of drivers is not huge and they are short of drivers for longer journeys as some drivers do not want to do them and like to pick and choose what they do, so more flexible drivers would be beneficial. He had experienced difficulty when covering for Hazel Rayner over the Christmas period when he was expecting 48 hours' notice before being needed for a job, which is what Supportive the charity who run the Volunteer Driver Service had told him would happen, did not happen. Supportive have said they were very short staffed at the time and that it is better now.</p> <p>Supportive has been approaching drivers by email asking them to make themselves available for social driving, which JC is not very keen on. MTB said the scheme was originally commissioned for anything medical only.</p>
iii	<p>Flooding of Surgery Car Park – Sylvia Faichney (SF) wanted to bring to the attention of the meeting the state of the surgery car park following a heavy downpour when she had to paddle through a lot of standing water and she said it seemed the drain was not working and that it affects patients with pushchairs etc. MTB explained that the practice does not have drains that are connected to the mains, and the method of drainage used is 'soak away'. She said that the area had been jetted just the week previously which should resolve this problem. AS explained that to change the drainage would be a huge expense so not possible. SF suggested a notice be put up asking patients not to walk on the flooded path. MTB said she would have the area jetted more frequently.</p>
iv	<p>Walking Group – Joan Turnbull (JT) wanted to inform the meeting that she runs a walking group from Day Lewis Chemist on a Wednesday with 14 members. She also runs a walk on a Thursday.</p> <p>It was mentioned that the Ramblers walk on a Saturday and that all this information may be useful for the 'Life Less Lonely' information sheet.</p>
v	<p>MTB mentioned that Lewis Kirkbride (Healthier & Wealthier Network & Development Officer) for Citizens Advice County Durham, was paying a return visit to the Surgery shortly to talk to GPs and staff. Reminder: GP Practices can refer patients to Healthier & Wealthier Telephone Advice Service for a variety of problems – e.g. debt and money management, caring or disability, staying warm and healthy, housing, benefits.</p>
11	Date of Next Meeting: Wednesday, 19th June 2019 at 4.00 pm.