

## BARNARD CASTLE SURGERY

Patient Participation Group: Wednesday 22nd February 2017 at 6.30pm

### Minutes

**Present:**

Margaret Taube-Brown	Practice Manager
Dr Steven Rowan	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.

**Apologies** from John Blissett & Joan Turnbull.

Introduced Guest Speaker Emma Rowell ( BC Town Councillor)

Title of Talk: “The Good ASK” – Suicide Awareness & Prevention

<b>Items</b>	<b>Action</b>
<p><b>“Suicide Awareness &amp; Prevention”</b></p> <p><b>ER:</b> Explained her background – Midwife, owner of a Coffee Shop in Barnard Castle and trained as a Counsellor (amended 10<sup>th</sup> May 2017) seeing people with depression etc. Her position as a Councillor made her aware that there was very little help available in this area for people experiencing suicidal thoughts. There appeared to be only the SOS café in Barnard Castle open two afternoons per week.</p> <p>She decided to look at ways of providing more help. She explained: Nationally there is a higher % of men between 45-49years who experience these thoughts – (26.3 % in 100,000 men). She has created an information card with helpline contact details (handed out to the group) and has spoken with local businesses to display the cards and encourage them to engage in “brief contact intervention” - she would provide this training and ongoing intervention. Eight businesses in Barnard Castle have signed up to date. There was a lot of group discussion around targeting the hill farming community as there is a higher % of this problem in this area.</p> <p><b>JM</b> suggested contacting the Teesdale Mercury, S&amp;A, NFU and GPO via postmen as they are sometimes the few people who see those farmers. The printing of the Cards was very kindly funded by Barnard Castle Surgery from their local fund raising within the surgery.</p>	
<p><b>1. Review of Minutes from previous meeting on 30<sup>th</sup> Nov. 2016</b></p> <p>Agreed and accepted as an accurate record of the meeting.</p>	
<p><b>2. Matters Arising.</b></p> <p><b>a. RSVP. JC explained</b> it could well be that the charity “<b>Supportive</b>”, who has their Volunteer Transport Service based at Ferryhill, have agreed to take over RSVP. It is a seven day service. RSVP drivers have a meeting with their Senior Management team on 28<sup>th</sup> February to discuss further.</p> <p><b>AS:</b> Wait to see how the service will be managed and JC will update at next PPG meeting in May.</p>	

<p><b>b. Practice Website.</b>  <b>MTB:</b> Moving forward with changes and will update at next meeting.</p> <p><b>c. Practice Refurbishment.</b>  <b>MTB:</b> Start date is now Mar 2017 due to alteration of Plans.</p> <p><b>d. Better Health Programme – Maternity &amp; Children’s Services</b>  <b>AS:</b> Feedback from the meeting on 7<sup>th</sup> February 2017 at the Hub, Barnard Castle. <b>LF</b> and <b>JM</b> were able to attend as well. Good constructive meeting. On our table we discussed several points firstly re <b>Maternity</b> : 1) want a midwife-led facility in this area – like an outreach unit, to stop long distance travelling – could Skype come into the equation? 2) want midwife continuity – big problem for patients 3) Darlington is where people go, but, we need something closer to home – the Richardson could do a lot more by monitoring babies here and then sending the information electronically to a central point? 4) Medical facilities are moving further and further away from Barnard Castle and Teesdale 5) we need a pre-assessment unit at the Richardson.  We felt on <b>Paediatrics</b>, there were similar problems: at present In Patient Paediatrics at Darlington, Stockton and James Cook – Friarage Hospital now Day Assessment Unit only – if there was to be only one unit, then it would need to be at James Cook, with Day Assessment Units at Darlington, Bishop &amp; Friarage (already there). There are Out Patient facilities at Bishop still. We raised: Distance – parents want to be able to stay with the child – accommodation issues – we want Paediatric Clinic at the Richardson – were not sure whether there was one or not.  Outcome: everyone wants services to be nearer at hand.</p> <p><b>e. PPG members helping in Surgery.</b>  <b>AS:</b> move forward with members attending the Surgery to speak with patients in the waiting area to explain, encourage and help them to use On-line Appts, Prescriptions, and sign-up to Text Messaging Service. Start date 27<sup>th</sup> Feb and members to contact MTB to arrange the times they can attend. Max 2 members each visit. Members have suggested a bullet point list.</p>	<b>MTB</b>
<b>Agenda Items.</b>	
<p><b>3. The Out of Hours Service</b>  <b>MTB:</b> Changes start from Sat 1<sup>st</sup> April 2017. There will be three Hubs within the area – Stanhope, Bishop Auckland and Barnard Castle. Opening hours are Mon-Fri 6.00pm - 8.00pm. Sat-Sun 8.00am -1.00pm. Patients will need to contact 111 for appointments and then you will be directed to your nearest and most appropriate service. Emergency Care Practitioners will be in attendance to see patients. No GP on site at Barnard Castle or Stanhope, but there will be one at Bishop Auckland – a GP can be phoned if necessary.  “Urgent Care Centre” at Bishop Auckland Hospital will now close during the day and open as an “Out of Hours Service” from 8.00pm-8am Monday-Friday and on weekends.</p>	
<p><b>4. Update - “Do you really need Paracetamol on Prescription”</b>  <b>MTB:</b> As the Prescription Pricing Authority work 3 months in arrears the latest data is November 2016 which shows 0.01% away from hitting the 10% reduction target. When staff are discussing this with the patients they are getting very positive feedback re: buying over the counter if they require Paracetamol.</p>	

<p><b>5. Dementia.</b>  <b>AS:</b> Update from <b>JB:</b> Barnard Castle is now officially a “Dementia Friendly Town” and as a result, we have been made active on the Dementia Friends website - to keep our status, organisations that are signed up to this need to commit to change – there is a form whereby they can commit to 3 actions that will have some effect – MTB had the form for the Surgery and JB is doing one for BC Town Council. The Alzheimer’s Society nationwide is currently undergoing a restructuring process, but JB will be kept informed on this as to how our area will be affected. The local DAA (Dementia Action Alliance) as the Barney dementia is known, will be having a further meeting in the near future – TBC – but at the last one on the 8<sup>th</sup> Dec 2016, which is when we got our new status, and, from the society’s hierarchy, we are doing it the right way around by being community led with council backing, rather than the other way around.</p>	
<p><b>6. Report Back re: Monthly PRG Meeting.</b>  <b>AS: DDES Leaflet</b> called “Your local NHS services made easy” handed out to group (from PRG Meeting in Dec 2016); from Feb 2017 PRG Meeting, discussed <b>MIG</b> (Medical Interoperability Gateway) – a slide presentation that had been given to the PRG detailing better, safer care through improved digital record sharing; handout given to the group from the <b>Mental Health Engagement Focus Group</b> meeting which AS attended at Auckland Medical Group, Bishop Auckland on 22<sup>nd</sup> Feb.</p>	
<p><b>7. AOB.</b>  <b>JC:</b> Article in Teesdale Mercury (15/2/17 edition) Re: Darlington Council Meeting open to public on 17 February at 1 pm, to discuss “Closure of DMH A&amp;E Department”  Professor Murphy, Cardiologist Consultant, DMH attended the meeting. All who attended were against the closure but it was felt that the outcome could well be that it will be pushed through to close. Concerns within the PPG meeting were that Barnard Castle &amp; Dales patients will have long distances to travel which could be detrimental to their health.  <b>Surgery matter:</b> General comment from the group that there appeared to be fewer appointments to book On-Line? MTB will review.  <b>DF:</b> Informed the group of a Medical Information App that can be downloaded free. Enter your Name, Emergency Contact number and any other important medical information that would be helpful in an emergency.</p>	<b>MTB</b>
<p><b>8. Next Meeting : Wednesday 10<sup>th</sup> May 2017 at 6.30 pm</b></p>	