

BARNARD CASTLE SURGERY

Patient Participation Group: Wednesday 23rd August 2017 at 6.30pm

Minutes

Present:

Margaret Taube-Brown	Practice Manager
Dr JRL Waller	GP
Angela Seward	Chair
Margaret Wood	Minute Taker

Patient Group:

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

AS: Welcomed Dr Julian R L Waller, New Partner in the Practice and all others attending the Meeting.

Congratulated John Moore on being made a Freeman of Barnard Castle for his work in founding Teesdale's only Talking Newspaper for the Blind and for his Chairmanship of The Dales Community Alarm Trust, which helps elderly people stay in their own homes.

Apologies received from Liz Johnson and Sylvia Faichney who is our new member of the PPG. Frances Elliott was also not present.

Items

Action

1. Review of previous Minutes dated 10th May 2017:

AS: Agreed and accepted as an accurate record of the meeting.

2. Matters Arising:

a. RSVP: Will be discussed as separate Agenda Item No.4

e. PPG Members helping in Surgery: MTB very pleased with Patient feedback. Would like to continue with help as and when PPG members have availability.

5 Surgery Updates: MTB – Practice Web-Site is in the final stages.

Practice Refurbishment: MTB – Doors fitted and complete.

Comments from Patients are positive "notice the warmth".

New flooring to be laid 24th August 2017.

7.On-Line Apt: MTB explained that apt are available on-line, 2 weeks in advance. Telephone Consultations are not available On-line. PG, JT and JM raised concerns regarding a 3rd party problem. MTB responded that in the future all raised concerns must be directed to herself at the time of the problem, for further investigation.

Agenda:

3. New Primary Services: (previously known as the HUB)

AS: asked the group if they had used the service.

LF: had used the service and they were very pleased with it.

AS: asked if they were given a feedback form to complete and LF was not asked to complete form.

4. New Patient Volunteer Transport Service: “Help to Health”

AS cascaded information to the members re “Help to Health”. The new service is now a County wide service, and is run jointly by the local charities, Supportive and Volunteering matters. The service has been commissioned by Durham Dales, Easington and Sedgefield (DDES) and North Durham (ND) Clinical Commissioning Groups (CCGs). There is now a single booking telephone number to ring, regardless of where in DDES or ND the patient lives. There are a few teething problems, especially for patients in our area, but it is hoped that these will be resolved.

JC: Explained there was now a cost of 45p per mile to the Patient, and also the payment of any car parking fees or expenses incurred. People who are eligible to claim back their travel costs through the Healthcare Travel Costs Scheme can clam back the cost of their travel with this service to planned hospital appointments. Previously at RSVP the patient gave a donation. Parking tickets could also be cancelled if they were shown at the Hospital Reception desk.

5. Richardson Hospital: JRLW- Explained the Contract was 3years+1+1 so for 3 years they will provide access to 16 beds. There are no immediate plans to close.

AS: Must keep reviewing and have as a standard Agenda Item.

6. Surgery Update: “ Healthier & Wealthier” – Telephone Advice Service

MTB: Cascaded Information Leaflet to the Group. The Service is run by CAB and aims to reduce GP Apt as lots of Patients go to GP re: Social/Benefit Problems/Suicide etc. By patients being able to contact this CAB service, they will be provided with telephone advice and sign posting. GPs can refer into the Service and after 1st referral, Patient can make further contact themselves. Patients who can't use the phone can still access advice at CAB offices in the usual way. The initial feedback in some areas is good.

Flu Clinics: PPG Members to attend the surgery during flu clinics to help patients get ready and discuss using on-line apt, explain the SMS messaging service and ordering prescriptions on-line. MTB will email AS the dates of the Flu clinics.

7. Standing Agenda Items

Dementia: JB – Local Businesses will be invited to an Open Night arranged for 21st Sept 2017 at Dawson Room, Woodleigh between 7.00-8.30pm to encourage businesses to have Dementia Awareness training in order to help make them a more Dementia Friendly business. Anyone else who chooses to attend would also be welcomed.

Report Back re: Monthly PRG Meeting:

AS – PPG Awareness Week: 19-24 June 2017. 4 of our PPG group were able to send in their comments by email to our CCG (Durham Dales Easington and Sedgefield) on this.

<p>BHP (Better Health Programme) Stakeholder Mtg: 25th July 2017. AS gave out the presentation from this event, and talked of the priorities of this clinically led programme and that it was now part of the STP for Tees Valley, Durham Dales Easington and Sedgfield and Hambleton, Richmondshire and Whitby.</p> <p>PRG In Common Mtg: 17 July 2017. AS reported that all three DDES PRGs were represented at this meeting, and gave a hand-out to the PPG talking of Primary Care Home (PCH) a new scheme that will allow practices to work together sharing learning and skills to identify patient flow and address concerns. Practices will work together with social care to identify and to support the most vulnerable patients. Another term the PPG should be aware of is TAPS (Teams Around Patients) – wrapping community based services around primary care for patients.</p> <p>NEAS: DDES CCG Ambulance PRG Workshop: 13 July 2017 AS gave out draft notes from this meeting and said if they wanted more detail, they could look at the full presentation given.</p>	
<p>8. AOB:</p> <p>LF: Concerns raised re Ambulance stationary at Hospital ½ hour before end of shift and did not log on in order to prevent being called out near end of shift? This information was passed from a volunteer working with Paramedics.</p> <p>JM: Mentioned a lot of staff at local Chemist (Day Lewis) unhappy due to new manager.</p> <p>MTB: Meets regularly with Chemists; however is unable to action these comments as they must be dealt with by the employees themselves and their Employers.</p> <p>Next Meeting: November 2017 date TBA</p>	