

BARNARD CASTLE SURGERY

Patient Participation Group: Wednesday 29th November 2017 at 6.30pm

Minutes

Present:

Margaret Taube-Brown	Practice Manager
Dr C R Cuthbert	GP
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

<p>AS: Welcomed Sylvia Faichney - our new member to the PPG - and all others attending the Meeting.</p> <p>Apologies: received from John Chadwick and Fiona Borrowdale.</p>	
Items	Action
<p>1. Review of previous Minutes dated 23rd August 2017: AS: Agreed and accepted as an accurate record of the meeting.</p>	
<p>2. Matters Arising:</p> <p>2a. RSVP. AS: To be discussed as Agenda Item. 5. Surgery Updates. AS: To be discussed as Agenda Item.</p>	
AGENDA	
<p>3. Surgery Update. MTB: The Refurbishment of the Patient Waiting Area is still on going as it is being done in phases to have as little impact as possible on patients.</p>	
<p>4. Help to Health: (Volunteer Patient Transport) Update. AS: Reviewed Background – Funding had been discontinued by DCC at the end of March 2017 and the Charity, Volunteering Matters, which ran the local RSVP Driver’s Scheme in BC, could not continue to fund the service alone. It is now commissioned by DDES (Durham Dales Easington and Sedgefield) and ND (North Durham) CCGs – it came into operation on the 3rd July 2017 – there is now a single booking telephone number regardless of where in DDES or ND the patient lives. There has been quite a lot of change to accommodate the service as it covers a much wider Patient area and there are teething problems. AS spoke and wrote to Gail Whitehead, Commissioning Support Officer – Provider Management, North of England Commissioning Support, who is the Project Manager, to highlight concerns and AS gave a hand out to the PPG which was the email response she received from Gail Whitehead. MTB also handed out to the PPG the Help to Health Form that patients need to fill in before they can use the service. A lengthy discussion followed and it was agreed, that due to a much larger Patient Population</p>	

<p>to cover, changes needed to be introduced and this would take time. Unfortunately there have been two driver resignations from Barnard Castle due to the changes. However the new providers (a joint operation between the Charity Supportive and the Charity Volunteering Matters with CCG funding), are keen to receive any comments about the service so they can address issues.</p> <p>PG: Asked how many local volunteer drivers they had?</p> <p>MTB: Attended a meeting on 21/11/17 held in BC, for BC Volunteer Drivers, and explained five drivers attended and two unfortunately walked out of the meeting. Their grievance was due to the drivers getting only 24 hours' notice of drives, whereas patients have to register much earlier than this. MTB contacted Gail Whitehead on the 22/11/17 regarding the 24 hour problem, and she will report back to MTB on this matter. Hazel, the Volunteer Ambassador, also offered to be a co-ordinator with the call centre for the Help to Health Volunteer Patient Transport Scheme. Also discussed at the 21/11/17 meeting was the fact that not enough requests were coming through and therefore drivers idle a lot of the time. It was agreed to do an audit of the previous Service to identify the reasons why the new service is not getting used as frequently. The PPG also discussed introducing a questionnaire to give to the patient when they first use the Service.</p>	
<p>5. Barnard Castle Surgery Website. Update: DAR explained there are a few changes to be made - however not every page can be edited and a Fix is being created to resolve this. Any suggestions and changes please feedback by email to MTB. It was suggested and agreed to upload the PPG minutes to the website.</p>	
<p>6. Flu Clinics: MTB. Thanked the group for all their help during the clinics and said we were on target and had a good response to the campaign. AS commented that she thought the publicity was good both within and outside the Surgery. LF. Commented that the Chemists were giving Flu Vaccinations and asked what impact this had on the Surgery. DAR. Explained this did have an impact on the Surgery as they need to order the Vaccines 1 year ahead and therefore they may not all get used – please use the Surgery and not the Chemists - it could destabilise the service. Another area of concern is that we must target our “At Risk Patients” and during those patients’ appointments, the Clinicians must do more checks, i.e. Take Pulse/BP etc.</p>	
<p>7. Barnard Castle Surgery Book Club: MTB. Explained this was very successful and generated a lot of money which the surgery always donated to local charities. However we are in need of more books and asked if anyone had any books to donate. DF will put the request on Facebook.</p>	
<p>8. Standing Agenda Items: Dementia: JB. Awareness Session took place on 2nd Nov at Methodist Church Hall BC and there was a good response from the local businesses due to visiting the businesses beforehand to make them aware and encourage them to attend. All of EWM (Edinburgh Woollen Mill) staff attended, which was very pleasing. In total, 19 attendees will be trained. The Methodist Church Minister is holding a monthly Dementia church service. PPG representative to attend the next Dementia Steering Group Meeting. JB will inform AS of the date of the next meeting. JB also made the meeting aware they are trying to involve younger people and starting to go into schools to give Dementia awareness. It was agreed to include Dementia Church Service dates in the Practice</p>	<p style="text-align: right;">JB</p> <p style="text-align: right;">MTB</p>

<p>“Life Less Lonely” leaflet. Barclays have “Current Coinage” aid to help Dementia sufferers - it is provided by BC Dementia Action Alliance Group.</p>	
<p>9. Monthly Report from PRG Meeting AS: Reported on the PRG meeting she attended in Bishop Auckland on the 3rd November 2017 – the group had a speaker, Chyrelle Adams who had set up the Chyrelle Adams Cancer Support Trust out of her own experience with Breast Cancer – passed round her leaflet to the PPG for information – she is based in Crook, but anyone can apply to have help from her charity. AS also passed round to the group a handout on “Care Navigation” – all about getting the patient to the right person at the right time in a GP Practice – the CCG is providing funding to Surgeries to upskill and train for this.</p>	
<p>10. AOB: AS: Handed out to all PRG members a copy of an email that she had received from a BC resident, Carole Edwards, regarding an article in the Teesdale Mercury on the Richardson Hospital, which said that patients in the Dale do not get the opportunity to go to the Richardson for various procedures which they cover. MTB will audit usage of Richardson Hospital Services. Sarah Burns (Director of Commissioning at DDES CCG), has a list of Services provided and MTB will investigate which are available. Couple of PRG members gave instances of friends telling them it’s very difficult to get an outpatient appointment at the Richardson - they feel it’s not well promoted. DAR: In answer to a question from one PPG member, DAR looked on his phone and gave out to the PPG the telephone number that Patients must ring in order to obtain help from the Help to Health Volunteer Patient Transport Service: 0300 330 9424. This is the only telephone number that Patients need to ring, irrespective of where they live. SF: commented the Car Park had been flooded. MTB said it has been repaired - however after the very heavy down pour, it will take time to disperse. The question was also asked as to how the Surgery would cope if another 580 homes were built? CRC: We will cope – this is always kept under review. CRC: Thanked the group members for all their hard work behind the scenes - the Practice very much appreciated what they did. AS: Next meeting February 2018 – date to be confirmed.</p>	<p style="text-align: center;">MTB</p>