

BARNARD CASTLE SURGERY

Patient Participation Group: 5th December Wednesday at 4.00pm

Minutes

Present:

Margaret Taube-Brown	Practice Manager
Dr S J Rowan	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

1. AS: Welcomed everyone to the Meeting
Apologies: John Chadwick, Pauline Clasper & Liz Johnson.

2. Review of previous Minutes dated 12th September 2018.
AS Agreed and Accepted as an accurate record of the Meeting

3. Matters Arising.

3d. Richardson Hospital: **AS** requested a member of the Friends of the Richardson Hospital attend the next PPG Meeting. **Action: MTB to contact Iris Hillary to arrange.**

AS: Three members of the PPG Group (Lillian Fishwick, Pauline Glasper and John Moore) attended with AS the DDES CCG Consultation – “Improving 7-Day Access” – a public consultation on proposals to change 7-Day Access to Primary Care Services across Durham Dales, Easington and Sedgfield, held on 26th November 2018 at the GSK Club in BC, the venue for our area in the Durham Dales. The CCG was keen for people to understand that although the 9 hubs were well thought of, some of them were significantly underused, clinicians were often without any patients at all, and therefore the CCG was consulting on changes that needed to be made because of this. There was inevitably a lengthy discussion regarding the Richardson Hospital – but at our table discussion, we felt that we would support the changes the CCG wished to make in closing some of the HUBS, provided that what was put in place took note of the frail and elderly, particularly in rural areas such as the Dales, that home visits/clinics would be set up to accommodate this group, plus the fact that transport would be needed possibly as well. We understood that resources are limited, and that the CCG needed to make the best use of what money there was, and that having the HUBS underused was not the best use of public money. We also discussed at the PPG meeting today, the article and letter which appeared in the Teesdale Mercury (5th December 2018) regarding the CCG’s wish to close the Richardson Hospital as one of the underused HUBS.

JM: thought the consultation was a waste of time - however **AS** responded: there is always lots of negativity but it is important that we did make our views known at the consultation and contributed to the feedback that the CCG needs from the public.

JM feels they don’t appreciate what rural life is like.

MTB: felt they did appreciate the above but they have a limited budget and have to make the best use of this.

Transport - **MTB:** Explained patient must ring NHS111 as they can prescribe and also try to organise transport to an Urgent Care Centre or organise a home Visit.

8. Pharmacy 2U. AS made everyone aware that she has concerns regarding WH Smith advertising this Pharmacy.

AGENDA

4. Ordering of On-Line repeat Prescriptions

DF experienced an issue when ordering his on line prescription as he ticked all the boxes to request his repeat medication and on collection there was one item not repeated. **MTB** to investigate this matter.

5. Meeting On-Line Target.

The target the Practice is expected to achieve by March 2019 is 30% of the Practice population. Our present target is 26%. **MTB** requested any PPG members who can give a little of their time in January 2019 to promote this service would be much appreciated. Contact **MTB** with your availability.

DF wondered about other ways to inform the patients.

MTB explained they inform all New Patients; also when patients attend the Surgery, making appointments and ordering Repeat Prescriptions.

6. Day Lewis Pharmacy

MTB met with the Pharmacist and found he had a very positive attitude. He was keen to sign patients up for the Pharmacy to collect and deliver their prescriptions. **MTB** has noticed general improvements already. Members also notice improvements when visiting the Pharmacy.

AS passed around to the group the bag in which she had received her latest prescription from Day Lewis – it showed information from County Durham and Darlington Fire and Rescue Service, promoting “Safe and Wellbeing” and inviting people to book this service from your local fire station who will come out and provide you with fire safety advice, lifestyle support and free smoke alarms. (Telephone number provided to book your visit – 0845 2234 221). Seemed to be a good way of informing the public that this service is available.

7. Warm Homes

Bob Adamson, Volunteer for Durham County Council and member of Sedgefield PRG, to promote Warm Homes. He received a “Heat Hero Award”, presented to him by Susan Carr, DCC Housing & Regeneration Officer at a PRG In Common Meeting, Hardwick Hall, on the 25th April 2018.

MTB : Told everyone that Bob had attended the Practice for a full day to discuss with patients that by signing up for this service what benefits Warm Homes provided i.e. Checks to make sure they are getting their correct benefits/ on correct power tariff etc. He had a very successful day.

8. Standing Agenda Items.

Dementia: JB has spoken with the Chief Fire Officer for BC Fire Service with regards attending the Local Dementia Group Meetings and he has agreed – he is now attending.

JB informed the group that “Playlet” is continuing to look for alternative funding.

JB thanked the Practice for donating the “Dementia” Books and the fund raising is ongoing.

AS thanked **JB** for all his hard work on Dementia.

JM explained to the group that once you have been assessed for Dementia the follow up is very good

MTB informed the members to sign up to Carers for Dementia Help as there is lots of information for Carers. **MTB will contact Carer Service** to invite someone to attend the PPG meeting.

9. Report from Monthly PRG Meetings:

PRG Meeting for October 2018 was cancelled.

We had a **PRG In Common Meeting on the 2nd November 2018** which was also attended by Pauline Glasper, Frances Elliott and Joan Turnbull – **AS** was delighted to have their support.

We had 4 presentations: 1) “Engagement and Communication” – the CCG has a duty to involve and engage. 2) “Suicide” – presented by Lucy Wilkins, Suicide Prevention Coordinator with DCC – Public Health – joint post between 2 CCGs and DCC (new from July 2018). 3) “Primary Care Services – improving 7 Day Access” – presented by Rachael Rooney, Commissioning & Development Manager for North Durham CCG and Acting Head of Engagement for North Durham and DDES CCGs. 4) “Developing Health Care Services” : Vascular Services and Stroke Rehabilitation Services – presented by Rachael Rooney.

PRG Meeting 7th December 2018: The CCG Update discussed Rheumatology; Stroke Rehabilitation; Ward 6 at Bishop Auckland Hospital. We also had a report regarding **the drug Avastin**, which is a much cheaper alternative to the more expensive drugs used in the treatment of Wet AMD (Age related Macular Degeneration) – the 12 Northern CCGs went to the High Court in London to present their case against the large pharmaceuticals who were preventing the use of this much cheaper Avastin because until now, the NHS has had to use their more expensive Wet AMD drugs – the CCGs won their case and it is a great victory because millions of pounds will be saved if this alternative, Avastin, can be prescribed, instead of the other two more costly brands - it could save the NHS in excess of £13.5M a year.

10. AOB:

MTB: explained there is a very informative leaflet called “Explanation what to do when you die” that the Practice gives out to family/ relatives when the Death Certificate is collected.

AS: Macmillan Leaflet “Joining the Dots”: AS explained that she had been given this leaflet by Liz Johnson who had obtained it from one of their speakers who came to Liz’s WI Meeting – Macmillan Joining the Dots County Durham is a free, personal service for people aged 18 and over who have been diagnosed with cancer. The service can be contacted on 0800 876 6887. (It is a partnership between DCC and Macmillan Cancer Support. The service is delivered by Wellbeing for Life). **Could we think of inviting someone to come and talk to us about this service?**

(AS can discuss with MTB).

JM: was asked by patient to discuss why the INR clinic was moved from Monday to Thursday as the Patient cannot attend on a Thursday. **MTB** to investigate and feed back to JM.

Date of next meeting: 6th March 2019 at 4 pm