

## BARNARD CASTLE SURGERY

Patient Participation Group: Wednesday 7<sup>th</sup> February 2018 at 6.30pm

### Minutes

**Present:**

Margaret Taube-Brown	Practice Manager
Dr R G Carter	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><b>AS:</b> Welcomed everyone to the meeting  <b>Apologies:</b> None received. FB – Absent.</p>	
<b>Items</b>	<b>Action</b>
<p><b>1. Review of previous Minutes dated 29<sup>th</sup> November 2017:</b>  <b>AS:</b> Agreed and accepted as an accurate record of the meeting</p>	
<p><b>2. Matters Arising:</b></p> <p><b>a) Surgery Update: MTB - On Going.</b></p> <p><b>b) Help to Health: (Volunteer Patient Transport) Update:</b>  <b>MTB:</b> Information sheet cascaded to everyone from Gail Whitehead, NHS North of England Commissioning Support Unit, regarding the short notice given to the Volunteer drivers in Barnard Castle. A new process has been implemented which will help to alleviate the problem by contacting the drivers as soon as the office receives a booking. They can take bookings up to four weeks ahead so hopefully this will improve the problem.  <b>GW</b> will monitor the situation.  <b>MTB:</b> has received no further information since she attended the last meeting.  <b>AS:</b> barring any further complaints, I think we will leave off discussion of the subject now.  <b>JT:</b> was approached by a patient and asked if Help to Health drivers could be contacted and booked to attend a GP Appointment.  <b>MTB:</b> Suggested using Taxi as more cost effective to patient.</p> <p><b>c) Barnard Castle Surgery Website: Update</b>  <b>DF:</b> PPG Minutes are not on website from 29<sup>th</sup> Nov 2017.          Agreed minutes need to be entered. General consensus was the website was not being updated in a timely manner.</p> <p><b>d) Flu Clinics:</b>  <b>MTB:</b> Very successful Campaign with a good patient uptake. Have achieved our targets for the Practice.  <b>LF:</b> had concerns regarding Pharmacies giving patients Flu vaccinations and was the surgery informed so they have an accurate record on the Patient Medical Records.  <b>MTB:</b> The Pharmacies did inform the Surgery - however it was the timeliness of the data arriving to make sure there was no duplication as</p>	<p>MTB will look into this</p>

<p>due to health issues sometimes patients did not remember. There were also issues around the ordering of Flu Vaccines, as the Surgery does not know how many patients will take up the offer of having the vaccine at the Pharmacy and this has a cost implication to the Surgery.</p> <p><b>MTB:</b> Due to changes to next year's campaign re: different vaccine given to over 65years, all Surgeries are unable to order their vaccines 2018 until further information is released.</p> <p><b>e) "Life Less Lonely"</b> The leaflet now has the information included regarding the Dementia Church Services with contact details. <b>JM:</b> would like copies of the leaflet to put in the church.</p> <p><b>f) Richardson Hospital:</b> <b>MTB:</b> contacted Sarah Burns, Director of Commissioning at DDES CCG, regarding the concerns patients were having booking appointments at the Richardson. MTB did a "Secret Shopper" and rang the Hearing Aid clinic and was offered an appointment on the same day at DMH. The Receptionist will always offer the first available appointment unless they are made aware of your preference. Richardson Hospital appointments will always have a longer wait. <b>JB:</b> The Friends of the Richardson Hospital have created a poster which displays all the clinics running from the Hospital and JB asked for this to be displayed in the Surgery. <b>LJ:</b> said Member of Parliament addressed the Richardson Hospital problems in Parliament just recently. There is still a general feeling that it is difficult to get a Clinic appointment at the Richardson Hospital. <b>AS:</b> feels CDDFT is not engaging well and needs to improve. The Richardson Hospital is owned by NHS Property Services.</p> <p><b>g) Monthly PRG Report: re Care Navigation:</b> <b>MTB:</b> explained how this will work in practice at the surgery. The staff will signpost patients to the appropriate Clinician as sometimes it's not always necessary to see a GP and this will free up appointments which will be used more appropriately for GPs. Training will be given to all staff to increase the awareness of asking questions (correct questions) to the patient to be able to signpost accordingly. <b>RGC:</b> who is Associate Director of Northumbria GP Training Scheme explained there is not enough Health Professionals coming into the NHS and Nationally there is a lack of GPs but especially in the North East of England and there is a big push to encourage Doctors to become GPs. We are looking at alternative ways to deal with this issue and GPs were asked to complete a small survey after they saw a patient. GP to tick the box if patient could be seen by another. This highlighted 15-20% of patients could have been seen someone else. Care Navigation is a way of addressing the issues and signposting appropriately. <b>RGC:</b> asked for feedback when they roll-out Care Navigation after the training is complete.</p>	
<b>AGENDA</b>	
<p><b>3. On Line Registration:</b> <b>MTB:</b> explained it is recommended nationally to have 15-20% Practice patients registered On Line. Barnard Castle has 24% which is a very good achievement and they continually encourage patients to use the service.</p>	
<p><b>4. Startforth Lunch Club:</b> <b>MTB:</b> Recommended the Lunch Club and details are on Life Less Lonely Leaflet. There is no age restriction, it is on a Thursday and is £5 per lunch. They are getting between 30/40 people who attend each week – now</p>	

<p>thinking of putting a mini bus on. PG told us that she volunteers at the lunch club. They employ a cook to prepare a balanced meal. They also have speakers attending every week and in April, we are sending one of our Practice Nurses to give a talk about 'healthy eating' for all.</p>	
<p><b>5. Abdominal Aortic Aneurysm Screening for Men:</b>  <b>MTB:</b> Also known as Triple "A" screening. All males over 65 years are called for screening. This service is coordinated from Queen Elizabeth Hospital, Gateshead (like the bowel screening). Patients can also be seen at DMH (Darlington Memorial Hospital), BAGH (Bishop Auckland General Hospital) and Richmond. The Practice receives a list of patients once a year from Gateshead to be checked, updated, and if it is appropriate, to contact them for screening. Patient is sent two letters of invite; if they miss screening the patient can self-refer to Gateshead – for this you need your NHS Number and the telephone number is 0191 445 2554. Barnard Castle Surgery uptake is nearly 84% at present which is very good. Generally the uptake is very low and they are hoping to increase uptake by having an advertising campaign.  <b>AS:</b> Impressed with the high uptake at Barnard Castle as men generally don't attend the surgery often, how do they find out? <b>MTB:</b> advertising campaign.</p>	
<p><b>6. Friends and Family Test Data:</b>  <b>MTB:</b> Date Range: November 2017 – January 2018.  Paper copies completed = 42  "Extreme likely" to recommend the Surgery = 39  "Likely" to recommend the Surgery = 3  All comments very positive – a few examples:  How warm the waiting area is since the alteration of the doors.  Staff very pleasant, patient and helpful  Doctors and Nurses very caring and professional.  Information on notice boards in waiting area very eye-catching.  Liked having a named Receptionist as they get to know you.  Can usually get an appointment when I need it.</p>	
<p><b>7. Standing Agenda Items:</b>  <b>Dementia: JB:</b> Planning to do awareness training in local Primary schools in Barnard Castle. Teaming up with a children's author to produce a play called "Grandma Remember Me" (approx. 30 minutes duration), to be performed by The Castle Players and aimed at 7-11year olds. Starts Sept 2018. At the moment, concentration is in Primary Schools.  Nicky Tulloch, Dementia Advisor for the Durham Dales, Alzheimer's Society and working under contract with Durham County Council, leaves in March 2018 and will be replaced.  <b>LJ:</b> Enquired about the uptake of staff in local businesses attending awareness training. <b>JB:</b> Generally good - however Morrisons were not so good to engage with.</p> <p><b>7a. Monthly Report from PRG Meeting:</b>  <b>AS:</b> Reported on the Dec 2017 meeting when we received a handout re "Primary Care Workforce" and this was passed round the PPG; PRG In Common Meeting in Jan 2018 had 2 Mental Health Presentations which were discussed with the PPG; for the Feb 2018 PRG, AS passed round the "Strategic Network: Regional Winter Pressures" presentation plus the explanation of the OPEL Levels; we also discussed the talk from Ross Hetherington (DDHF – Durham Dales Health Federation) regarding the need to redesign the "Extended Primary Care Access" and each PPG member received a photocopy of his paper, "EPCA Context and Background".</p>	

<p><b>8. AOB:</b></p> <p><b>LF:</b> Children at Teesdale School now require a Doctor's Certificate if they are absent from school due to sickness.</p> <p><b>MTB:</b> not good for Surgery to bring children to attend appointments for school certificates as this will clog up system with unnecessary appointments and make it more difficult for urgent patients to be seen.</p> <p><b>AS:</b> The school needs to contact the Practice.</p> <p><b>AS:</b> Date of next meeting: <b>Wednesday 16<sup>th</sup> May 2018</b></p>	