

TOPCLIFFE SURGERY PATIENT REFERENCE GROUP

16th May 2019 1:30PM – TOPCLIFFE SURGERY

MINUTES

Attendees: Christine Fieldhouse, Shirley Walker, David Roberts, Margaret Chandler, Wendy Jameson, Mary Guest, Linda Carver, Jean Ratcliffe, Dr Rachel Doswell, Kate Robinson

1. H&S – Action in the event of a fire.
RSD thanked everyone for attending and confirmed that no fire alarm was expected. Fire evacuation procedure advised.
2. Apologies for absence: Ian Clifton, Hannah Bissett, Alison Thompson, Teresa Dickinson, Patricia Hanson.
3. Minutes of the last meeting
No amendments noted. The minutes were proposed by Wendy Jameson and seconded by Margaret Chandler as an accurate record of the last meeting.
4. Matters arising from the minutes not already on the agenda: No matters arising.
5. Total PRG member numbers: Virtual group 151 (up from 139) and meeting Group 39 (No change from the last meeting). Many thanks to everyone who gives their time to the groups.
6. Practice news
Annual Patient Survey
 - To take place as usual in early June. Probably week comm. 10th TBC
 - Same questionnaire as previous years to be used to enable year-on-year comparison.
 - Some minor amendments to the online access questions phraseology to reflect the way the system currently works ie Availability of a mobile App.
 - PRG members will be approached to ask them for their support in completing the questionnaires.Staffing
 - The surgery is looking to recruit a new many of staff for the dispensary. This is due to a member of staff leaving. RSD thanked current staff for their hard work whilst this gap is filled.CCG News
 - The three CCGs which currently make up North Yorkshire have agreed to merge and a detailed formal proposal will be submitted to NHS England by 30 September. The 3 CCGs affected are: HRWCCG, Harrogate and Rural District CCG and Scarborough and Ryedale CCG. It is anticipated that the merger will take effect from 1st April 2020. The old CCG boundaries will be removed, and there will be one overall accountable officer. A shared executive leadership team is set to be implemented soon. It is hoped that the changes will:
 - Reduce some of the health inequalities across the county

- Cause less duplication and bureaucracy
- Provide cost savings
- Produce more coherent and collaborative working within the county.
- Still allow strong local leadership and patient engagement

Please see the HRWCCG website for more information.

<https://www.hambletonrichmondshireandwhitbyccg.nhs.uk/>

- Within the CCG, and as part of GP contracts for the new financial year, Primary Care Networks are being established.
 - A primary care network is a group of GP practices who work closely together to provide equitable health care across a region. They share services and work more closely together eg: Sharing policy formats, contractual formats and pooling resources. An example of this would be nurse practitioner hours. (where one practice only requires 0.5 FTE and another practice can utilise the other 0.5 FTE to provide a full time job).
 - The group of GP practices in any one Primary Care Network must have a minimum of 35,000 registered patients. The local authority district of Hambleton currently has 8 GP practices. A proposal is being put together for Hambleton to be covered by 2 Primary Care Networks
 1. Northallerton (2 practices), Great Ayton, Stokesley
 2. Thirsk (2 practices), Topcliffe and Bedale

This proposal may be rejected as our area would fall short of the required number of patients by around 7,000. A decision is due by 31st May 2019.

- Once Primary Care Networks are established, additional funding will be made available for 1 full time clinical pharmacist and 1 full time social prescriber per Network. From 1st July 2019, Primary Care Networks will be responsible for providing extended hours (hours outside of their core hours) for all practices within their network as follows:

- 30 mins/1000 registered patients/week healthcare professional routine appointments eg: a mix of GP/Nurse/Health care assistant.

Feedback for Topcliffe Surgery so far has suggested that additional hours between 7:30am and 8:00am would be most popular and it is the intention of the GP partners to ask patients to complete a short questionnaire regarding this over the next couple of weeks. Members of the PRG will specifically be asked for feedback as part of this and their support in this would be much appreciated.

- Urgent Treatment Centre

The Friarage Hospital in Northallerton is currently unable to provide 24/7 anaesthetic cover. As such, it is unable to provide A&E care.

Temporary changes have been put in place to accommodate this:

- The Friarage is currently classed as an Urgent Treatment Centre
- Any patients requiring ambulance response/A&E support will be transferred to James Cooke.
- As an Urgent Treatment Centre, The Friarage receives funding for the treatment of Minor Injuries. As such, this funding has now been removed from GP surgeries. Patients with minor injuries such as cuts and grazes, minor scalds and burns etc should attend The Friarage rather than contacting the surgery. Please see the leaflet under our 'Latest News' section.

CQC

- A CQC inspection is due at any time now. Preparatory work continues including ensuring our policies are up to date.

The usual arrangement is to receive two weeks' notice of an inspection. The inspectorate would then be with us for 2 days. Patient volunteers were requested for the inspectors to interview as part of the inspection. Members of the PRG kindly offered their services for this.

The downstairs toilet is being upgraded over the late May Bank Holiday to meet CQC standards.

- The NHS App

A new NHS App has been introduced. This works independently of, or alongside the existing online services that the practice currently supports. It does provide additional functions for the user:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- securely view your GP medical record
- register to be an organ donor
- choose how the NHS uses your data



The surgery will be promoting a new information leaflet about the new service and its benefits. The NHS App is run by the NHS rather than third party providers and does provide a wider range of benefits to the current system. For more information please visit: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

We will also continue to support users of the existing providers and those who wish to use the more traditional method of telephone contact.

7. A.O.B

- It was mentioned that on occasion when a patient is making an appointment at the counter on reception, before completing the process the appointment is booked remotely by an online patient.

RSD explained that the surgery offers a number of different types of appointment. Some are available to book online whilst others are only available to book face-to-face.

The system is designed to prevent any one group of patients being disadvantaged and is frequently reviewed and adjusted to meet changes in patient need.

- It was felt that more information about healthy living such as dietary advice could be made available to patients.

It was explained that it is very difficult to have leaflets covering every topic on display at any one time, however, if patients would like specific advice, they should ask at reception and the receptionists would be happy to point them in the right direction. This process is called Care Navigation. Our reception staff are trained in how to promote it and additional information on the service is displayed on the noticeboards and TV screen.

- It was asked if a TV screen could be installed in the upstairs waiting room. Work is currently underway to provide this.
- The question of cover when GPs are on holiday was raised:
 - The practice policy is to provide locum cover for 1 session out of 3 holiday sessions taken. Other practices in the area choose not to provide any additional cover for holiday sessions.
 - We predominantly provide this cover in-house rather than via external locum cover which is expensive and difficult to source.
 - If patients prefer to see a female Doctor, appointment slots can be booked for when the female doctor returns from holiday. Alternatively, if the matter is urgent, one of the male doctors is happy to see a patient and able to handle any sensitive issues.
- One member of the PRG had received an automated research invitation letter. They felt that the wording in the second paragraph was insensitive and could cause distress. It was explained that the content of these letters is outside our control, but that the Practice Manager will be informed of their views. It is clearly not the practice's intention to cause distress. They were also encouraged to feedback to the research organisation if they wished to formally complain.
- We continue to move towards stopping automatic prescriptions and towards patients requesting their medication; preferably using online services via the NHS App or existing online access accounts. This is an NHS England initiative to reduce waste and save costs.

We will be beginning in the next couple of months with patients who are under the age of 50 and encouraging patients to order online. It will still be possible to contact the surgery by telephone or drop off the prescription sheet as before for those without internet access.

8. Date of next meeting November 2019 – Date TBC