

TOPCLIFFE SURGERY PATIENT REFERENCE GROUP

11 MAY 2017 1:30PM – TOPCLIFFE SURGERY

MINUTES

Attendees:

Linda Carver, Christine Fieldhouse, Mary Guest, Patricia Hanson, Jean Ratcliffe, Walter Thompson, Norman Wharton, Margaret Chandler, Irene Brian, Linda Lloyd, Dr Rachel Doswell, Kate Robinson.

1. Introductions

Dr Doswell thanked everyone for attending and introductions were made

2. Linda Lloyd was introduced to the meeting.

- Linda is the Vice Chair of Hambleton, Richmondshire and Whitby CCG Governing Body. The CCG (Clinical Commissioning Group) is the body which buys and commissions NHS services from the providers. She is also the statutory lay-person Lead for Patient and Public Involvement and is involved with the Health Engagement Network (HEN).
- Linda was appointed in April 2017 and her role is to put patient's views and ideas forward to the CCG. Linda also acts to explain to patients how the CCG works. She has had involvement with various surgeries already and is looking to expand her contact by attending Patient Reference Group meetings throughout the region.
- Linda can be contacted by telephoning the CCG on: 01609 767600 The address is: Civic Centre, Stonecross, Brompton, Northallerton DL6 2UU
- The CCG have set up the Health Engagement Network for local residents who care about the NHS to gather patient views, through surveys, focus groups and conversations. The CCG can then help to make services more responsive to patient needs. The CCG will also use the information to help make decisions about planning new services
- More information about HEN can be found on the CCG website via the following link: <https://www.hambletonrichmondshireandwhitbyccg.nhs.uk/home>
If any members of the PRG would be interested in joining the HEN, please contact reception for an application form.
- Please see the invitation in appendix one re: Coffee Morning and AGM. If any members of the PRG would like to attend the meeting please contact the surgery no later than Wednesday 7th June so that we can respond to the CCG accordingly.
- Linda was thanked for her input. She then left the meeting.

3. Total PRG member numbers: Virtual group and meeting group

- There are now 23 members of the meeting group (up from 20 at the last meeting) and 86 members of the virtual group (up from 59 at the last meeting)
- Dr Doswell extended thanks to Derek Jeary for his contribution to the group over the years. Derek has now sadly moved out of the area and has left the group.

4. Apologies for absence

Valerie Blenkinsop, Sam Evans, Alison Thompson, Barbara Fleming, Lisa Ward, Debra Alderson

5. Minutes of the last meeting

- The minutes of the last meeting were recorded as an accurate record of the previous meeting. Nominated PH
- It was noted that whilst minutes of the PRG meetings are available on the surgery website, people who were new to the group since the last meeting, and do not have access to the internet, had not necessarily seen the minutes of the previous meeting. ACTION POINT: KR to ensure that in future, minutes of the previous meeting are circulated with agendas.

6. Matters arising not already on the agenda

- New CDs have now been purchased for the waiting rooms
 - feedback suggests that the new music is being enjoyed
 - There were some suggestions that radio channels would be better still. Dr Doswell explained that there is a licencing/cost implication to this and that in other surgeries PRGs have organised fundraising to cover the additional cost. It was agreed that this was not something that Topcliffe Surgery wanted to pursue at this time.
- Use of online access continues to increase with a regular stream of new application forms being received. There is now a choice of 3 different online access providers which has caused some confusion. There have also been some issues with the systems to do with access to particular services which are outside the control of the surgery. These are hopefully being resolved.
- New staff badges are being ordered with just names on to help patients with identifying who they are talking to.
- The tear in the downstairs waiting room seat has now been repaired.
- A grab rail will not be fitted at the top of the stairs. The situation has been reviewed and it has been agreed that a second handrail is not possible as the width of the stairwell is too narrow. There were also concerns that if patients need to let go of a handrail to hold onto a grab rail they were at risk of falling. Patients who would need a second handrail or a grab rail are to be accommodated for appointments downstairs. A new sign has been put up at the bottom of the stairs.

7. Annual Patient Survey 2017

- The questionnaire for the annual survey will be sent out in the week beginning 12th June 2017. As agreed at the last meeting, the same form as last year will be used to ensure comparison of year-on-year results is possible.
- A copy of the questionnaire will be sent by email/post to all PRG members in the hope that they will complete them and return them.

8. Practice News

Staffing

- Dr Caspar Wood is now a full partner with a greater prescribing role.
- Pauline Combe is our community nurse. She is officially employed by the Lambert Surgery on a two year contract which runs to June 2018 but is acting as a shared

resource across the Thirsk practices. Pauline is focussing on visiting patients who would struggle to get into the surgery and encouraging patients who have dipped out of the health care system to re-engage. She is part of a patient centred workforce working to tackle frailty and to support patients with, for example, chronic illnesses, new hospital admissions, 5 or more prescribed medications to understand and access external services. Feedback suggests that the service is being well received.

Premises/Building works

A community defibrillator is to be fitted to the outside wall of the surgery in June. There will be a telephone number attached to it so that should the need arise to use it, the user will phone the number to gain the code to open the defibrillator. Full instructions will be available.

Possible merger of local GP Practices – Query from Debbie Alderson;

“At what stage is the idea that Topcliffe Surgery will be merging with The Lambert Medical Centre and the Church Street Practice in Thirsk? Please can we discuss the reasoning behind the decision, advantages and disadvantages of any decision making and will the community have a say in the possible re-structuring.

Dr Doswell briefed the meeting as follows;

- Topcliffe Surgery is not merging with any other practices. The surgery would not be moving as it needs to preserve its dispensing rights.
- It is, however, part of a Thirsk hub or cluster of surgeries which are working together to plan how we can share services and skills/working collaboratively together particularly out in the community. This addresses a local and national plan for GP’s to work in larger groups. We are working together to look at options to build a “hub practice” to co-locate the Thirsk practices. Topcliffe would continue to operate at our existing premises and we would not work in the new building but could access services available there.
- Topcliffe Surgery, for example, is able to offer 24 hour ECG monitoring from June onwards. Other practices are able to send patients to us for this service.
- It is important that Topcliffe remains part of these discussions to ensure that we continue to be able to access shared services and are not left behind.
- Work on upgrading the downstairs patient toilet at the Surgery has been put on hold until the outcome of discussions is clear.
- Dr Doswell assured the meeting that funds are still being invested in The Friarage but that as services develop and patient needs change, some facilities are better placed at James Cook Hospital to match levels of personal expertise. This is part of the government’s Sustainability and Transformation Plan (STP)
- Topcliffe Surgery was part of a pilot study looking at the possibility of extended hours for evening and weekend appointments for access to GP services. In the 6 month pilot, there was no conclusive proof that there was a demand for this. This is separate to the Better Access plan
- The Better Access Plan is looking at how we can provide more healthcare access across HRWCCG. This may be in the form of clinical pharmacists, physiotherapists, nursing appointments etc and is not necessarily about providing more GP appointments. This is likely to be based at the Health Centre in Thirsk from Monday to Thursday evenings. The Friarage will offer out of hours cover on Friday, Saturday and Sunday.

Should the Surgery have a Twitter account? The account would be purely about surgery news/campaigns, services etc. There could also be a link on the surgery website.

- Only one member of the meeting had a twitter account and other members either were not aware what a Twitter account was or felt they were not placed to comment
- It was felt that it might be popular with the younger patients of the practice who are perhaps more likely to see things on their mobile phones.
- Concerns were expressed about whether the surgery generated enough news to maintain a twitter feed which is usually updated daily
- Concerns were expressed that negative feedback could be placed on the twitter feed even if unfounded and the surgery would be unable to remove the feed which could have a negative impact on the Surgery's reputation
- Members commented that they would sooner have radio 2 playing in the waiting rooms than a twitter account!

9. Clinical Pharmacist/Medicine optimisation

- The CCG have clear timetables to promote medicine safety and to prescribe the right drugs for the medical problem and the patient. Interface Clinic Services are now assisting in this area.
- Eg. Patients currently on statins may try a few different statins before they find the one best suited to them at the best price. The most expensive drug is not necessarily the most appropriate for any one particular patient.
- Reviews are currently being carried out for asthma and COPD patients.

CQC (Care Quality Commission) report

Dr Doswell informed the meeting that there was nothing to report from the CQC at this time.

10. A.O.B

- NW asked what fire precautions were in place should there be a fire inside the front door as there is no other exit.
- Dr Doswell said that the area had been assessed by the fire service and the likelihood of a fire there was categorised as extremely low risk or negligible, however, windows at the back of the building were designed to enable escape should that be needed and a new fire door is due to be installed at the bottom of the stairs in due course to protect patients and staff who could be upstairs at the time.

11. Date of next meeting

The next meeting will take place on Thursday 16th November at 1:30pm.

The meeting closed at 3.10pm

Appendix One

Reference: PPG 150617

Hambleton, Richmondshire and Whitby
Clinical Commissioning Group
Civic Centre
Stone Cross
Northallerton
DL6 2UU
Tel: 01609 767600
Fax: 01609 767601

Website: www.hambletonrichmondshireandwhitbyccg.nhs.uk
Email : HRWCCG.HRWCCGenquiries@nhs.net

15 May 2017

Dear Chair

Re: Coffee Morning and AGM

I would like to invite you, or a representative from your PPG, to attend a coffee morning to meet senior CCG staff and learn about key programmes and projects related to your local health services.

The event will take place on Thursday 15 June 2017 from 10am until 12pm at the offices of NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group, Civic Centre, Stone Cross, Northallerton DL6 2UU. Parking is free and refreshments will be provided.

The morning has no fixed agenda and is an opportunity to network with other local PPG representatives, learn about the work of the CCG, ask questions of senior CCG representatives and find out how your PPG can get involved.

I hope you are able to make the morning. To help us plan effectively, please contact Georgina Sayers, Communications and Engagement Manager by no later than Friday 9 June 2017 via hrwccg.media@nhs.net or 01609 767621 with names of the PPG representatives who wish to attend.

I would also like to take this opportunity to tell you about our upcoming Annual General Meeting which is due to take place on Tuesday 27 June 2017 from 2pm until 4.30pm in Richmond Town Hall. Please find a poster enclosed; we would very much appreciate your support in “spreading the word”.

We look forward to hearing from you.

Yours sincerely

Linda Lloyd
Vice Chair of the Governing Body and Lead for Patient and Public Involvement

CC: Karen Reed
Practice Manager – Topcliffe Surgery

Hambleton, Richmondshire and Whitby Clinical Commissioning Group (CCG)
Chief Officer – Janet Probert
CCG Clinical Chair – Dr Charles Parker