

TOPCLIFFE SURGERY PATIENT REFERENCE GROUP

23 November 2017 1:30PM – TOPCLIFFE SURGERY

MINUTES

Attendees: Hannah Bissett, Irene Brian, Margaret Chandler, Ian Clifton, Sam Evans, Christine Fieldhouse, Wendy Jameson, Jean Ratcliffe, Rachel Doswell, Kate Robinson.

1. H&S – Action in the event of a fire. No fire alarm expected.
Dr Doswell thanked everyone for attending and advised fire evacuation procedures.

All attendees introduced themselves to the meeting
2. Total PRG member numbers: Virtual group and meeting Group:
Virtual Group now 113 (was 86 at the last meeting) and Meeting Group 35 (was 23 at the last meeting)
3. Apologies for absence
Mary Guest, Shirley Walker, Patricia Hanson
4. Minutes of the last meeting – These were proposed as a true record by Christine Fieldhouse and seconded by Jean Ratcliffe.
5. Matters arising not already on the agenda
 - Hopefully everyone received a copy of the minutes of the last meeting with the agenda for this meeting as agreed at the last meeting. Concern was raised regarding the amount of paper used to circulate information. KR advised that the majority of members receive information by email with only 6 members receiving hard copies due to not having access to the internet.
 - Community defibrillator now fitted. If anyone is interested in attending additional first aid training, please contact the surgery for details of courses available locally.
6. 15 steps challenge
 - Introduction: An observation tool which has been developed based on the 15 steps challenge. It is a process usually carried out by CCG inspectors visiting hospitals.
 - It began with a mother's comment... "I can tell what kind of care my daughter is going to get within 15 steps of walking on to a ward"
 - It focuses on four areas of care:
 1. Is it welcoming?
 2. Is it safe?
 3. Is it caring and involving?
 4. Is it calm and well organised?
 - It was thought that it might be appropriate to use this tool as a basis upon which to take a fresh view of how the surgery may come across to patients and any changes that might be beneficial moving forwards. We would welcome thoughts of the PRG members as a 'fresh pair of eyes' on each of these areas. Please give any feedback to the reception team either verbally or in writing when visiting the surgery. Thank you.

- Initial comments were made: the lights in the downstairs waiting room are sometimes too bright. The kerbs on entering the Surgery car park are in a poor state. It was explained that the latter falls under the jurisdiction of the highways authority.

7. Annual questionnaire results

The Survey results, comments and feedback were discussed. Overall the surgery is happy with the results. One or two minor changes have been made:

- 2 telephone appointments have been added to each doctor's available appointments per day to accommodate patients who would like to speak to a doctor over the phone rather than have a face-to-face appointment. Once these appointments are booked, any further emergency requests for contact via the telephone will go to the on call Doctor for that day.

8. Practice News

- Staffing
 - Our Receptionist Judith left at the beginning of August after nearly 8 years.
 - The Practice Manager, Karen is due to leave at the end of the year – a new Practice Manager called Steve has been appointed and will be joining the surgery in the New Year. Steve is a retired Police Officer.
 - Caroline Pond has joined the surgery as our clinical pharmacist. Her role is funded by the CCG and she is currently working one day a week for us. Her role is to work on medication optimisation and safer prescribing. She is looking into multi-drug prescribing for our frailty patients and will be doing some face-to-face reviews.
- Premises/Building works
 - We continue to work collaboratively with Thirsk Health Centre and The Lambert. For example, the ECG monitoring service is now up and running at Topcliffe Surgery (with patients also being referred from Thirsk Health Centre and The Lambert as appropriate) and The Lambert is able to offer a diabetic specialist
 - The joint application for transformation funding to develop buildings and the facility for collaborative services further across the three practices has now been shelved as the funding process has failed. Part of the problem was linked to the respective ownership of the three buildings.
 - An alternative application for funding is being looked at by Topcliffe Surgery on its own. The original plans for a lift and to reconfigure the upstairs were going to cost more than the building is worth so the plans are now being re-jigged.
 - We currently have sufficient space for the 3000+ patients on our register. If this number rose to 4000, we would no longer have sufficient space. Ongoing.
 - There is a new screen in the waiting room providing important information and helpful links which will be updated on a regular basis.
 - Extended hours/Better Access initiative update

A survey amongst patients showed that within our CCG there was no local demand for extended GP or nursing hours. An alternative better access service has been developed offering appointments with a physiotherapist or occupational therapist. This has proved very popular with physiotherapy appointments already fully booked up to the end of January 2018.

- Changes to vaccinations offered by the practice:
Moving forwards, yellow fever vaccinations now have to be administered by a specialist provider. This would mean that patients wanting travel vaccinations including yellow fever would need to come to the surgery for some vaccinations and an alternative provider for others. As we are no longer able to provide a full travel vaccine service, it has been decided to offer only NHS vaccinations at the surgery from 1st December. We are still happy to advise on what vaccinations are required and to provide details of local providers.

9. A.O.B

- Friarage Hospital Engagement events.
In October, South Tees Hospitals NHS Foundation Trust launched a programme of engagement events entitled Building a sustainable future for the Friarage which will run until Wednesday 20 December 2017. The purpose of these events is to:
 - Share our current challenges so we can start a conversation about how these might be addressed and to help shape any proposals going forward.
 - Gather feedback and thoughts on how we can deliver safe and sustainable services in the long-term from our Friarage site, given the challenges we face.
 - Dates of future meetings open to the public:
Saturday 2 December (Town Hall, Masham noon – 2pm) and
Thursday 14 December (Northallerton Town Hall – 4 – 6 pm).
- Point of information: Thanks to MC who has asked for the following information to be shared: If you have a pay-as-you-go mobile phone and do not use this to make any calls for a period of 3 months, your telephone number will no longer work and you will not be able to dial 999 in an emergency.
- It was suggested that Drs first names are shown on the TV monitor as well as surnames.
- Two new services were identified by PRG members to be added as information slides to the TV screen in due course:
 - Supporting Memories (Wendy Jameson)
 - Action on Postpartum Psychosis (Hannah Bissett)

10. The date of the next meeting will be towards the end of May. To be confirmed.