

TOPCLIFFE SURGERY PATIENT REFERENCE GROUP

31st May 2018 1:30PM – TOPCLIFFE SURGERY

MINUTES

Attendees: Margaret Chandler, Christine Fieldhouse, Wendy Jameson, David Roberts, Shirley Walker, Mary Guest, Sam Evans, Linda Carver, 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: Patricia Hanson, Jean Ratcliffe, Susan Sollitt, Hannah Bissett, Elizabeth Macleod, Jacqueline Smith, Ian Clifton.
3. Minutes of the last meeting

Amendments

- Norman Wharton sent apologies for the last meeting which were not recorded – apologies. It is always a good idea to email apologies or attendance to KR if possible as reception does get very busy with medical matters!
- Wendy Jameson mentioned the work of Sporting Memories (not Supporting Memories as detailed in the minutes).

The minutes were proposed by Wendy Jameson and seconded by Christine Fieldhouse as an accurate record of the last meeting.

4. Matters arising from the minutes not already on the agenda
Wendy Jameson thanked the surgery for putting an item about Sporting Memories on the TV screen in reception.
5. Total PRG member numbers: Virtual group 128 (up from 113) and meeting Group 37 (Up from 35 and includes some leavers as well as some new members). Many thanks to everyone involved who gives their time to the group.
6. Patient Surveys
 - The annual patient survey for Topcliffe Surgery will take place as usual in June. The same questions will be used as in previous years to enable year-on-year comparisons. PRG members will be approached to ask them for their support in completing the questionnaires.
 - National GP Survey July 2017 – As well as our own, local survey, NHS England also conducts a national survey which takes place in July each year. The questions asked are very similar to those used in our own survey.
In July 2017, Topcliffe Surgery scored higher than the CCG average in every question. We also scored higher than the national average in every question. The next national survey results should be available in July 2018. Previous year's results are available to view in detail on: www.gp-patient.co.uk/SurveysAndReports

7. Practice News

- Staffing
 - Stephen Craven – Stephen is our new Practice Manager. He has been with us for 5 months now and is settling in well. He comes to us from a Police background and has previously worked as a Practice Manager at Masham Surgery.
 - Jacinta Jackson – Reception/Dispensary. Jacinta has been with us for 3 months now and she is proving to be a great asset to the team! She is new to GP reception but prior to this had worked in the Care industry for a long time.
 - Clinical Pharmacist – we now have a clinical pharmacist working part time with the surgery. Funded by the CCG, this post has been developed to review our medication prescribing and to look for better and more cost effective alternatives.
- CCG news – Hambleton, Richmondshire and Whitby CCG has been granted a new level of NHS commissioning known as ‘Level 3, delegated commissioning’ – this will see the CCG take on further responsibility for services found at our GP practice. Please see appendix One
- Changes to prescribing. RSD briefed the meeting on these changes:
 - Painkillers; These will now only be prescribed on a requested basis rather than automatic. Many painkillers can be bought less expensively over the counter than the NHS can prescribe them.
 - Anti-depressants; Automatic prescriptions will cease, but all patients will continue to receive a regular review of medication with the aim of making prescription more explicit in approach.
 - Hayfever; As for painkillers, many of these medications can be bought less expensively over the counter than the NHS can prescribe them and the CCG are requested changes to prescribing in this area.
 - A query was raised as to whether or not this would also apply to HRT medication. RSD confirmed that there are no current plans to review the method of prescribing HRT.
 - All cases will be treated individually and reviewed on individual merit to ensure that no-one is subject to hardship as a result of the changes.
 - Information regarding these changes is displayed on our TV screen, in our newsletter and on our website.
- Car parking – we hope patients have noticed the extra spaces available in the car park due to our staff now parking on the road.

8. GDPR

Most people will now have heard of GDPR. The General Data Protection Regulations which became law on 25th May 2018. Topcliffe Surgery is in the process of reviewing its policies and ensuring that it continues to be compliant with regulations regarding the protection of private data of both patients and employees. More details, including a copy of our Privacy Notice, can be found on our website, on our TV screen and in posters around the surgery.

9. A.O.B

- RSD confirmed that the Thirsk cluster of GP practices will stay as it is for the foreseeable future. The focus is now on working more collaboratively and our Practice Manager is working on developing links with the other practices in the area to look at ways in which we could do this including such things as shared administrative resources, combined stock ordering and so on.
- The surgery is changing the way in which chronic disease medical reviews (eg for Diabetes, Asthma, COPD, CVD etc) are carried out. Reviews for different conditions will now be combined to take place in one, longer, appointment rather than a number of appointments and patients will be asked to make their own appointments at a date and time to suit them. It is hoped that the new system will provide enhanced care through a more joined up approach. It is also hoped it will reduce the number of missed appointments (DNAs) as patients will be in charge of their own appointment booking.
- The surgery continues to promote information campaigns such as the recent mobile online access accounts campaign to improve patient knowledge of relevant issues at appropriate times.

10. Date of next meeting November 2018 – Date TBC



Appendix One

Briefing

5 April 2018

CCG granted a new level of NHS commissioning

Our CCG has recently applied for, and been granted by NHS England, a higher level of commissioning.

This new level of commissioning known as 'level 3, delegated commissioning' is an opportunity for our CCG to take on full responsibility for the commissioning of general practice services.

The new level of commissioning will see the CCG take on further responsibility for services found at your GP practice so we can get an even better understanding of the local needs of patients to help us to make decisions around the commissioning of health services.

Up until the start of April this year, we were classed as 'joint commissioning' meaning that we worked closely with NHS England to commission primary care services.

To help manage this, we held quarterly 'Joint Commissioning of Primary Care Committee' meetings. In place of this committee, the CCG will now hold quarterly 'Primary Care Commissioning Committee' meetings to discuss matters. Agendas and papers will be made available on the website prior to the meeting and an NHS England representative will remain in close links with the CCG.

Patients should not see any change to how primary care services are delivered locally.

Should there be any queries related to this, please briefing hrwccg.hrwccgenquiries@nhs.net or write to us: HRW CCG, Civic Centre, Stone Cross, Northallerton DL6 2UU.

ENDS