

Belford Medical Practice Patient Participation Group

Minutes

Belford, 1.00 Wednesday, 19 November, 2014

1. **Apologies:** John Bardsley, Bob and Jane Pannell, Elizabeth Nicholson, Lorraine Douglas (LD), Rob Robertson CCG
2. **Present:** : Anne Gladstone (AG), Marjory Turner (MT), Margaret Coleman (MC), Rosemary Ellis (RE), Brenda Stanton (BS) Dennis Cromarty DC, Elaine (ES) and Stuart Robertson (SR) Tish Brown (TB) Anna McClure – Health Watch (AM)
3. **Minutes of last meeting** – circulated by e mail to those who attended and gave apologies. Summary sent to others.
4. **Matters arising:**

Membership: It was agreed that BS would send summary minutes to all of the virtual group but since so few people respond, that following this meeting she would send them only to those who show an interest by responding.

NSECH: Emergency hospital meeting on 29 September: concerns were raised over ambulance response times. Dr David Evans had said that the Ambulance service was commissioned by CCGs and Northumbria Healthcare Trust did not play any part in organising this.

Ambulance service:

- BS to re invite NEAS to come to a meeting.
- BS to write to CCG to ask for information about the way the ambulance service is commissioned

Shingles immunisation: letters were not sent out with flu jab notification – patients were informed when they attended for their flu jabs. Shingles immunisation will be offered to patients aged 70, 78 and 79. In January Practice may send out letters to any patient who has not had the flu jab or declined the shingles vaccine. This was confirmed by LD

Recycling of unwanted medicines: AG reported that a box (presently half full) is being filled and when it is full she will arrange for it to be collected and sent to Intercare. The dispensary at the Practice had worked hard – there was more organisation involved than anyone had anticipated. She particularly would like to thank Kath Allen. BS will write to Practice to thank them for organising it. RE thanked AG for her efforts.

Update: The first box has been filled and collected. Thank you, Anne and Kath!

Put Patients first: Back General Practice: see recent forwarded e mail.

The Group agreed that BS should write to the CCG about funding held by them that could be used to enhance Practice Budgets.

BS will draft a letter; send it to members and also to Practice before sending it to CCG.

5. Anna McClure from healthwatch Northumberland*

RE welcomed AM and thanked her for coming.

Healthwatch Northumberland is the independent consumer champion for health and social care. It replaced LINK in April 2013. ADAPT is the umbrella organisation and funding is provided by Northumberland County Council. Healthwatch monitors health and social care services. It provides independent complaints advocacy ICAN. It raises issues at county and national level.

There was discussion about hospitals, doctors, dentists, pharmacies, care homes, home care and the ambulance service.

AM forgot to leave forms for anyone who wanted to join. If you are interested, please contact BS.

6. CCG Patient Group: see recent letter from Hilary Brown copied below.

The group agreed that they would like to join the CCG ppg. BS to confirm

7. Update/feedback from Practice: LD will take the suggestion about getting patients to write their own appointment down to 'closed shop'.

8. Direct Enhanced Service (DES):

In July, it was decided that the PPG could review the results of the most recent survey and identify areas of priority (EM to speak to LD to see if this is possible)

Practice and PPG decide how to implement these changes

Implement and publicise changes by reporting to NHS England (on a template) and publishing on the Practice website.

This was deferred until the next meeting.

Update: BS discussed this with LD: the Practice is paid a relatively small sum, divided into 3 parts, by the NHS if it fulfils all 3 conditions. The PPG had fulfilled the first but since the patients had been happy with the Practice – in the survey and in comments on NHS direct – it would be necessary to make up faults in order to remedy them, so it was more difficult to satisfy the second and third conditions.

In addition the PPG had organised speakers and public meetings, so it had complied with the first requirement

9. Health Fair: May/June 2015? *Deferred until next meeting*

10. AOB : Arrangements by which Hearing Aid repairs / checking are organised up at Berwick Infirmary .

Could the Surgery e mail the Flu appointments where possible rather than spending money on postage?

Concerns about changes to patient transport services:

The PPG is very concerned about the number of patients who now no longer fulfil the criteria to qualify for patient transport. Dr Alastair Blair had issued a statement in the Journal suggesting that these criteria applied nationally, so had been introduced locally to prevent abuse of the system.

BS to write to Dr Blair, Hilary Brown and Dr Graham Syers to express patients' concerns; cc Sir Alan Beith and the Practice:

- Rurality must be considered – patients cannot be expected to use public transport in an area where buses are rare
- Patients in rural areas must be able to access necessary services – patients in North Northumberland are being discriminated against.
- There has been no consultation about changes in criteria
- One size does not fit all – Blyth is not Bowsden, Morpeth is not Berwick and Ashington is not Wooler.
- CCG must be responsive to patients' needs
- PPG has been inundated with concerns.

Update from Practice: Patients must contact the Practice with their individual concerns. All complaints will be logged.

11. Date of next meeting: Tuesday 3 February, 2pm at Seahouses.

12. BS to Invite Rob Robertson, Chief Finance Officer, North Locality CCG