

# TOPCLIFFE SURGERY PATIENT REFERENCE GROUP

22<sup>nd</sup> November 2018 1:30PM – TOPCLIFFE SURGERY

## MINUTES

Attendees: Margaret Chandler, Wendy Jameson, Mary Guest, Sam Evans, Linda Carver, Patricia Hanson, Jean Ratcliffe, Susan Sollitt, Ian Clifton, 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: Hannah Bissett, Elizabeth Macleod, Christine Fieldhouse, Stephen Dunn, Hannah Saunders, Alison Thompson, Norman Wharton, Shirley Walker.
3. Minutes of the last meeting  
No amendments noted. The minutes were proposed by Margaret Chandler and seconded by Linda Carver 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 139 (up from 128) and meeting Group 39 (Up from 37). Dr Doswell informed the meeting that numbers of patients registered with the practice continues to rise with the total number now being in excess of 3000. All new patients are invited to join the Patient Reference Group and short questionnaires are also handed out on a regular basis to patients which invite them to join the group. As a result the numbers keep rising. Many thanks to everyone involved who gives their time to the group.
6. Patient Survey 2018 results
  - The annual patient survey for Topcliffe Surgery took place as usual in June. The same questions were used as in previous years to enable year-on-year comparisons.
  - 107 completed questionnaires were received (106 in 2017)
  - The results were overwhelmingly positive – the first three sections of the questionnaire comprise 19 questions covering ‘General comments’, ‘About the practice’ and ‘About the doctor or nurse you last saw’. A result of 88% or above patients responding ‘excellent’ or ‘very good’ to 18 out of 19 questions. The results represent a very slight positive increase on the 2017 results (2017:87% and above). The 19th question ‘Opportunity of speaking to a doctor or nurse on the telephone when necessary’ had a 79.5% response of ‘excellent’ or ‘very good’. This was because a large number of patients (15) did not respond to this question at all and many patients may not be aware of this service/have not needed to use this service. It still represents an increase on the result for the same question in 2017 of 77%
  - The fourth section of the questionnaire covered ‘Online booking and prescriptions’ - The question: ‘If you already use our online service, have you had any problems?’ showed a 21% increase in patients experiencing problems. This equates to recent changes/an upgrade in the system for patients using the Patient Access platform. This is something that was outside of the practice control but we have worked hard to

resolve these issues with patients and things do seem to have settled down again. Despite this, there has been an increased interest in online services as evidenced by the significant increase in the number of patients registering for online services. Overall there has been a slight increase in patients registered for online services and the percentage of these patients booking appointments and ordering repeat prescriptions online remains about the same. (November 2018: 24% of our patients are registered for online services. This has increased by 5% since May of this year.)

- We continue to work towards maintaining these good results.

## 7. Practice News

- Staffing – no changes
- CCG news
  - The 24 hour ECG service provided for Lambert and Thirsk Health Centre has come to an end as of 15th August 2018. It was hoped that this service would increase tests while reducing the number of referrals being submitted. However this has not been the case and so the service has been ceased. We still have the equipment and so are able to provide an equivalent service for our patients as required.
  - Transforming Mental Health Services in Hambleton and Richmondshire – please see appendix one
  - Medicines Management Team initiatives
    - Changes to eczema products provide on prescription: Lotions, bath additives and shampoos will no longer be provided on prescription as they are readily available more cheaply over the counter. All emollients or moisturisers prescribed will generally be from the “zero” range.
    - Proposed changes to prescription services: In order to reduce medicines wastage, neither pharmacies nor GPs should be managing patient’s medications. ie. We are moving away from automatic prescriptions (or managed repeats as it is also called). Estimated savings to the CCG of £1m. We are starting with the under 50’s and will be reviewing things on a case by case basis.
    - There is the likelihood that this change will have the short term effect of increasing the number of patients contacting the surgery by telephone to order prescriptions. The aim is to manage this and reduce telephone contacts with surgeries by encouraging the use of online prescription ordering.
    - In addition to this, when patients telephone the surgery they will be asked by the receptionist for more information about the reason for their call. The aim is to direct the query to the right person for the right job. This process is called Care Navigation and patients will be signposted to the right department to assist them. Patients do not have to give further details about their query to the receptionist if they would prefer not to.
    - Patients are asked to book ahead with their appointments rather than try to get same day ones wherever possible to ensure that same day appointments are available for emergency appointments only.

- A query was raised about the possible effect of Brexit on the availability of prescriptions moving forwards. Dr Doswell confirmed that some prescription drugs are currently coming to us from EU countries such as Poland where they are cheaper, however, we will need to wait and see what impact Brexit might or might not have over the coming months. Whilst some prescriptions drugs do go out of stock occasionally, there are currently no problems with supplies if patients order their prescriptions in plenty of time. It is hoped that Brexit will have no significant effect.
- A query was raised about the availability of appointments for those who are unable to book online. Dr Doswell confirmed that no 'same day appointments' are available to book online. The online appointments are available for advance booking only. As the practice gets busier with an increased number of patients, there is the possibility that an appointment being considered could be booked by another patient before the process can be completed either online or in person. This is unfortunate but unavoidable. Booking ahead, where possible, should alleviate this problem.
- Several people were kind enough to mention how marvellous they thought our Phlebotomist is. Feedback is always very welcome and will be passed on to the relevant staff.
- NHS National Data Opt-Out NHS National Data Opt-out
  - In May 2018 the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is being used.
  - You have always been able to choose whether your confidential patient information is used for research and planning. The method by which this choice is made has changed – effective October 2018. It has been centralised (no longer managed at practice level) and gone 'online' with a telephone number for those without internet access. Patients need their NHS number and a verified email address or mobile number with the surgery.
  - Website link: [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or telephone: 0300 303 5678. Leaflets are available from reception and posters are on display in the waiting room. The Practice booklet has also been updated to reflect the changes.

## 8. A.O.B

- It was mentioned that a sale of the Lambert building has now been agreed. It will be used for residential development.
- The surgery no longer has access to beds at Sowerby House, but the Thirsk cluster of GPs has access to a step-up, step-down facility at Orchid House. This facility can also provide palliative care.
- The HRW CCG is currently managing to meet its financial target. Whilst there is still a deficit from previous years this is good news. A new Financial Officer working across all three CCGs in the region has been appointed and it is hoped that our good performance will not be affected by the performance of the other two CCGs in the area (Harrogate and Scarborough).

- A query was raised about how patients manage to get to James Cook if they do not have their own transport as a taxi costs approximately £50 from Thirsk and bus services are limited.
  - The Thirsk Community Car bus drivers were mentioned who work hard to assist in this area.
  - Dr Doswell confirmed that both The Friarage and James Cook do have patient transport arrangements however, the qualifying criteria have been tightened.
- Dr Doswell confirmed that the following services are still available at the Friarage:
  - Inpatient surgery although some high risk cases are not carried out here if the back-up infrastructure is not available.
  - Inpatient activity including a clinical decisions unit with GPs as part of this process as well as in A&E.
  - Children paediatric overnight care is no longer available as the back-infrastructure is no longer available.
  - There was a discussion about the availability of parking. Whilst new spaces have been built, these replace existing spaces that have been reallocated for other uses. It was felt that there were insufficient parking spaces. The Surgery is not aware of any plans in this area.
- Dr Doswell apologised for the delay in availability of the 65+ flu vaccine this year. This was due to a central problem and beyond our control. It is hoped that most people have now received their vaccine but if any eligible patients have not yet received it they are encouraged to contact the surgery. We have already ordered our flu vaccines for next year!
- Christmas Opening 2018/19
  - Dr Doswell confirmed that the surgery will be open as usual over the Christmas period and will only be closed on Bank Holidays. Full information will be displayed in the waiting rooms, on the website and on the doors in due course.

9. Date of next meeting May 2019 – Date TBC

## APPENDIX ONE



**8 November 2018**

### **Transforming mental health services in Hambleton and Richmondshire**

#### **Update**

We are committed to providing local people with the best possible mental health care and making sure they get the support they need when and where they need it.

Following a public consultation and a decision made in October last year, we agreed plans to strengthen community services to support more people at home and reduce the need for admission to hospital. We also committed to investing in a new community mental health hub in Northallerton.

As outlined in previous briefings, we're already making progress with some of this work and this has already helped to reduce the number of people who need to stay in hospital. This work is continuing and construction of the community hub will start in 2019.

We have now agreed detailed plans for the transfer of adult and older people's inpatient services from the Friarage Hospital in Northallerton by the end of February 2019 (there will be no new admissions to the wards after 1 January 2019). This is in line with the outcome of the public consultation.

As detailed during the consultation, we expect that most people will receive the care and support they need in their home environment. However, some people will still need to spend time in hospital and it was agreed in October last year that people would be admitted to either West Park Hospital at Darlington or Roseberry Park in Middlesbrough whilst specialist inpatient care for people with dementia will continue to be provided at Auckland Park in Bishop Auckland.

This hasn't changed. However, because of the ongoing building work at Roseberry Park to fix a range of serious construction problems we have agreed that whenever possible older people from Hambleton and Richmondshire will be admitted to West Park Hospital in Darlington. We expect older people's services to return to Roseberry Park in Autumn 2019. Although this will only affect a small number of patients and their families we will do everything we can to minimise the impact it will have. If we need to admit anyone to other Trust locations we will support families to visit their loved ones.

More detailed information about the transfer of inpatient services and information about our enhanced community services will be provided to patients and their families and will be available on our website as soon as they are finalised.

In the meantime, if you have any questions or concerns please do not hesitate to get in touch.

**Ruth Hill**

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