

SUMMARY OF ACTION NOTES

NHS Scarborough and Ryedale CCG
Patient Representative Group

Wednesday 11 December 2019, 6pm – 8pm
Falsgrave Community Resource Centre, Seamer Road, YO12 4DJ

Chair: Andy Hudson, Lay Member on Governing Body, Patient and Public Engagement, SRCCG (AH)

Present:

Carolyn Liddle (CL) Primary Care Manager on Governing Body
Bridget Read (BJR) Engagement Manager
Julie Hardiment (JH) Communications and Engagement Manager
Alex Flowers (AF) Communications and Engagement Assistant

Apologies:

Dr Chris Ives (CI) GP Governing Body Member

In attendance:

Practices Representatives:

Amanda Thompson (AT) Ampleforth
Jenny Moreton (JM) Ampleforth
Diane Robinson (DR) Central Healthcare (Peasholm)
Leo McGrory (LM) West Ayton
Sheila Miller (SM) Derwent
Rob Rose (RR) Filey Surgery
Sue Petyt (SP) West Ayton
Steve Parsons (SP) SMG
Lindy Rowley (LR) Brooksquare

Practice apologies:

Linda Kemp (LK) Eastfield
Nick Kemp (NK) Eastfield
Ruth Fairchild (RF) Central Healthcare (Peasholm)
Janet Martin (JM) Central Healthcare
Jeanette Anness (JA) Derwent
Daphne Smurthwaite (DS) Derwent
Bernard Gospel (BG) Hackness
Jennifer Gospel (JG) Hackness
Keith Taylor (KT) Brook Square

Item		Lead
2	Welcome and apologies Members were welcomed to the meeting. A total of seven GP Practices were represented.	
3	Agree action notes meeting held on 2 October 2019 The action notes were agreed as a true and accurate record of the meeting.	

<p>4</p>	<p>Presentation on the proposed engagement model for North Yorkshire CCG BJR gave a presentation to members on a proposed engagement model to be introduced across North Yorkshire CCG.</p> <p>As we move towards a North Yorkshire CCG, the team have been tasked with developing an engagement model that can be introduced across the whole of North Yorkshire.</p> <p>This has been a great opportunity, to allow us to take stock of what has worked well in each locality, see the gaps and ensure that the best of each CCG’s approach is adopted so we can strengthen and align our approach to public engagement across the whole of North Yorkshire.</p> <p>Following the presentation members worked in groups and were asked to discuss their views on the proposed engagement model and provide feedback on:</p> <ul style="list-style-type: none"> • What has worked well? • What not so well? • How can we improve? • Any other comments? <p>(Feedback from the discussion groups see attached)</p> <p>The presentation will also be delivered to the Patient Partner Group in Harrogate and Rural District CCG, as well as the Health Engagement Representatives in Hambleton and Richmondshire. The feedback received from members will be included within the proposal to be presented to the existing Governing Body for recommendation to be introduced as the engagement model across North Yorkshire. (A copy of the presentation attached)</p>	
<p>5</p>	<p>Update from CCG - members were provided with a written update which was distributed with the agenda, all members are encouraged to bring any questions to the meeting.</p> <p>The Loop – The virtual engagement network is presently being refreshed. In line with General Data Protection Regulations (GDPR) the CCG is required to ask its members if they want to continue to receive information from the North Yorkshire CCG as of 1 April 2020. Members are encouraged to reply to the email to ensure that their details can be transferred. The Loop will be the virtual network for North Yorkshire CCG from 1 April 2020</p> <p>Primary Care Networks (PCN) – DR expressed concern at all the changes taking place in their practice, merging 4 practices to 1 and more recently with the introduction of PCNs. CL explained that the introduction of PCNs was a contractual change to the GP contract and practices did not have a choice, this was a government directive that is happening nationally. The introduction of PCNs allows practices to look at the wider population needs rather than just their own, which will improve patient care. Practices will work together, share back office functions, work at scale which is more sustainable. They are also looking at additional roles such as pharmacists to work across the practices.</p>	

6	<p>Member Agenda Items – (eg: feedback from practice groups, sharing best practice, innovative ideas/ideas) If you would like to add anything to the agenda please contact Bridget Read: bridgetread@nhs.net</p> <p>Cancellation of hospital appointment at hospital RR expressed concern with regards the frequency of hospital outpatient appointments being cancelled and patient transport not informed. RR shared a patient experience with the group in which a patient who requires regular eye checks had their appointment cancelled 7 times at the local hospital. The patient has made a complaint and the MP is also involved.</p> <p>Members were advised that patients should be encouraged to share their experiences with the hospital, good or bad, as this is the only way that action and improvements can be made.</p> <p>SM advised that the York Foundation Trust planning to deliver some ophthalmology services at Malton Hospital, the League of Friends have bought some equipment and it is hoped that this will alleviate some of the pressure at Scarborough.</p> <p>Health Event Day 23 October 2019 – Ayton LM updated members on the successful Health Event. This event focused of educating the young on healthy lifestyles and the practice worked with the local school. The event was attended by over 100 adults as well as the children, overall the most successful event the practice has held.</p> <p>Members were reminded to inform the CCG of any events they have planned, as they will be able to assist in advertising the details of the event through social media and the newsletters.</p>	
7	<p>Any other business Action notes – members were advised that the action notes from the meetings would be displayed on the website, names would be redacted, to show initials and GP practices. This was a recommendation from NHS England in compliance with statutory guidance; this is evidence to show how we involve and work with the GP practice patient representatives.</p> <p>It was acknowledged that this was Andy’s final meeting, thanks were expressed from members for his continued support to the group and his commitment to ensuring meaningful engagement and communication was strengthened within the CCG.</p>	
<p>Date of future meetings</p> <ul style="list-style-type: none"> Wednesday 26 February 2019 – a presentation will be delivered on the proposed social prescribing service planned to be delivered across Scarborough and Ryedale. <p>PLEASE NOTE ALL PATIENT REPRESENTATIVES ARE WELCOME TO ATTEND – please email bridgetread@nhs.net advising which GP Practice Group you represent</p> <p>All meetings to take place at Falsgrave Community Resources Centre, Seamer Road, Scarborough, YO12 4DJ All meetings will commence at 18:00hrs and close at 20:00hrs, unless otherwise</p>		

<p>stated. Nominated practice members are welcome to arrive from 17:30hrs to meet with other members and CCG staff. If you are in doubt if you are the nominated patient representative of your GP Practice, please check at your next GP Practice Group or discuss with the Practice Manager.</p>	
<p>Circulation of Minutes: Practice Managers SRPRG Members Members of the SRCCG Communication and Engagement Committee</p>	