

CONFIDENTIAL

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Wednesday 6th November 2013

PRESENT: Ms R Rubin (Chair) Mr J D Bentley Dr D Boyd Mrs A Joss
Mrs E Beach Mr K Roberts (Secretary) Mrs J Tait Mrs M E Dent
Mr L Joss Mr J Short Mrs G Harbour Mr C Allison
Mrs J Dickson

01112013	<u>Apologies</u> Apologies of absence were received from: Dr Luxmoore, J Wainwright, A McLean
02112013	<u>Minutes from previous meeting</u> The minutes of the last meeting were accepted as a true record and, along with all previous minutes, are approved for publication on the Old Forge website
03112013	<u>Matters arising</u> <i>Buses - 03032012</i> G Harbour provided an update. DCC advised that the Scarlet Band contract is set to run until July 2016, although they have a right to extend (and can be varied within the contract terms), and Scarlet Band are very happy to continue. Whilst DCC are trying to cut costs wherever possible, they manage the bus service budget on a countywide basis, and the current budget for bus services does not give concerns about maintaining the services, as DCC took the necessary action to make savings (cuts) in 2011. However, we have to be aware that the DCC has to make substantial further savings in its overall spending in the coming years 2014-2017 due to continuing reductions in funding received by the council, and this is under review at the present time. The main headline is still that we need to use it or lose it. Bus usage to date in 2013 has been up on 2012, though seasonal variations may affect this. The new bus stop is due to be installed shortly. Any queries please contact G Harbour. <i>Confidentiality Documentation - 04072013</i> All confidentiality agreements are in place (to be confirmed – J Dickson/E Beach) <i>PPG Membership Update - 06072013</i> It was agreed that the PPG members list on the Old Forge website could be updated to show latest membership
04112013	<u>Election of Officers</u> Position of Chair was opened to the meeting, S Rubin was re-elected Position of Secretary was opened to the meeting, K Roberts was re-elected

<p>05112013</p>	<p><u>Durham Dales Patient Reference Group</u></p> <p>C Allison provided feedback from the meeting held on the 1st November:</p> <ol style="list-style-type: none"> 1) Healthwatch - an update as verbally presented at the PRG by their Deputy Chair, Brewis Henderson. C Allison handed out 2 leaflets which he had given me. 2) Dr. Satinder Sanghera had resigned from the post of Chair of the Durham Dales Locality Clinical Committee. She has been a great support of the PRG. 3) Structure of the DDES CCG and the way in which communication went from the PPGs through the Durham Dales PRG to the Governing Body, diagram was circulated to help the Group understand a complicated process. 4) Following election, the chair of the PRG is now Jeanette Wood and the deputy remains Pam Spurrel. 5) There is a proposal for a hydrotherapy pool project in the initial stages, which is looking at demand, costings, feasibility etc. 6) There is a workshop on December 13th involving PRG reps from the 3 DDES Localities and members of the public who wish to attend. 7) The DD PRG meet on the first Friday of each month at Bishop Auckland Fire Station at 2.30, if any member of the Group wishes to attend any of the meetings as an observer please contact C Allison who will be very pleased to arrange it.
<p>06112013</p>	<p><u>DDES Ambulance PRG</u></p> <p>M Dent provided information from recent DDES Ambulance PRG Meetings</p> <p>In March 2103 the Explain report was undertaken seeking views of ‘stakeholders’ including GPs, Paramedics, Urgent Care, Call Centre staff , General Public and Community Reps.</p> <p>Outcome; public were very appreciative of paramedics but most concerned about the service- a) that it might be reduced, b) some people had long waiting times for life threatening calls.</p> <p>Call Centre staff were the only ones who felt that the Dales had too good a service and that it should be spread round the area. They did not agree with the ‘ring fencing’ of the Dales ambulances. Dales response times are still well below the rest of County Durham including the rest of DDES.</p> <p>Sept. 2013 NEAS commissioned a company called ORH to look at response times and service level up until Nov 2012 (things got much worse after that). The reason for the report was to model various options for the commissioning of the new contract for March 2014.</p> <p>CCG is in process of negotiating the contract.</p> <p>The Dales ambulances are often called upon to answer out of area calls when they have taken patients to Darlington, James Cook and Durham. There seems little effort, by the call centre, to get them back to the Dales and often the crews answer several calls one after the other, in extreme cases since July 2013 virtually whole shifts have been worked out of Teesdale.</p> <p>The current contract allows for Dales ambulances to answer life-threatening calls out of area if they are the nearest crew, however, when the whole ambulance service is under extreme pressure the call centre will activate ‘clinical escalation’ which means that Dales crews can be used for green calls (not life threatening) and also be called out from the Dales.</p> <p>Clinical escalation is happening in July – Sept. What will happen when winter arrives and</p>

	<p>demand increases further?</p> <p>D Boyd pointed out that we need to fight to maintain our services in the Dale. D Boyd also informed the group that the 'clock' on response time measurements is stopped once a first response has reached the scene.</p> <p>J Short reported that Bishop Auckland services had been closed because the ambulance service could not support the service.</p> <p>The next DDES Ambulance PRG meeting is on the 6th December. M Dent to report back to next PRG in March 2014.</p>
07112013	<p><u>Care Quality Commission (CQC)</u></p> <p>J Dickson reported that Old Forge had been inspected on the 7th October and thanked all those involved. The CQC report was handed out.</p> <p>The NE CQC are inspecting 1 practice per week – Old Forge was the 1st to be inspected.</p> <p>The inspection was thorough and included a detailed review of processes, the website and patients present in the waiting area. They focussed on evidence of good practice and followed each line of inspection through various people.</p> <p>Infection control was singled out. Future infection control audits are to be self-administered – it was felt this was not a positive move.</p> <p>Old Forge will not be inspected again for another 2 years unless a complaint is made to the CQC.</p>
08112013	<p><u>Funding Threat to Rural Practices – Minimum Practice Income Guarantee (MPIG)</u></p> <p>The Daily Telegraph reported that the MPIG is being reviewed and that rural practices could be affected.</p> <p>J Dickson explained the system of General Medical Services (GMS) and Personal Medical Services (PMS). Old Forge receives funding on the PMS basis which currently works well as at the time of negotiation Old Forge was well placed. Old Forge has received notice for enhanced services.</p> <p>The outcome of the review is unknown currently – watch this space.</p> <p>However it is thought Old Forge could be affected for example, it is known that hospitals / ambulance services did not work well last winter and it is thought that Old Forge could be expected to open over weekends and handle 111 calls.</p> <p>C Allison stated that funding will be available to bring in outside doctors</p> <p>J Short reported that this had been discussed before and that NHS England were sending out very mixed messages</p> <p>J Tait felt that services were better when closest to the patient</p> <p>D Boyd said that General Practice is becoming a less attractive career for young doctors as a result of the uncertainty and changes.</p> <p>Include on next PPG agenda</p>
09112013	<p><u>Emails to the Practice</u></p> <p>The Practice is receiving increasing numbers of emails which may not get the 'same day' response as a phone call or visit to the surgery.</p>

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	<p>S Rubin suggested an automatic response informing the sender that if their query is important they should telephone / visit the surgery. J Dickson posed the question to the PPG – could this send the wrong message to patients?</p> <p>The group discussed the issue and felt that S Rubin’s suggestion was reasonable and the most appropriate solution.</p>
<p>10112013</p>	<p><u>AOB</u> None</p>
<p>11112013</p>	<p><u>Date and time of next meeting</u></p> <p>There being no further business the meeting was brought to a close at 18:50. The date of the next meetings will be:</p> <ul style="list-style-type: none"> • Wednesday 5th March 2014, 18:00 at Old Forge Surgery, Middleton-in-Teesdale • Wednesday 2nd July 2014 at Old Forge Surgery, Middleton-in-Teesdale