



Ampleforth and Hovingham Surgeries Patient Forum

MINUTES

ANNUAL GENERAL MEETING

Monday 19th September 2016 from 6.30 pm in Hovingham Surgery

Present: David Cragg-James, Gerry Palmer, Malcolm French, Doreen French, Chris Dudzinska, Jenny Moreton, Yvonne Foster, Dela Jenkins, Penny Coldbeck (Practice Manager), Rowena Langdale (Practice Administrator)

Apologies: Ian Battersby, Patricia Kelly

1) Election of Chairperson

Jenny Moreton was elected as Chairperson. Chris Dudzinska was elected as Deputy Chairperson.

2) Minutes from Last Meeting

The minutes of the last meeting were distributed, read and agreed.

3) Matters Arising from Last Meeting

Jenny Moreton noted that it had not been possible to arrange a meal for Chris MacAleenan, as many people had been away or busy over the summer.

The use of email as a means of contacting patients was discussed. Penny noted that although we may have emails recorded for some patients, this was not the case for most patients. Reception staff do encourage patients to update their email addresses and mobile phone numbers when they come into the surgery.

The number of patients not attending appointments was discussed, as well as the usefulness of text reminders for these patients.

4) Update on the Surgery Extension

Penny summarised the progress to date of the surgery extension plans, in particular the use of St Benedict's House in Ampleforth as a temporary base during the building work. David raised the issue of parking around St Benedict's House, and Penny noted that The White Swan had offered the use of their car park.

Planning permission had been applied for in order to change the use of St Benedict's House temporarily. The consultation period for this application ended on 16th September although the Highways Department will also have to give their decision with regard to parking and access. Penny described the interior of St Benedict's House and the alterations that would have to be made in order to use the house for consultations and as a dispensary.

David suggested holding a meeting or presentation in the village hall in Ampleforth in order to provide information about the surgery move and extension. David saw this as an opportunity to also give patients more information about how the practice is run, GP and nursing staff workload and roles and general practice administration, and why the surgery extension is an important development. Penny explained that Tony Marken is currently acting as project manager for the extension build. It was noted that any presentation should not take place until planning permission had been granted and there were firmer plans about the surgery move during the build. Members of the forum discussed further whether such a meeting should take place prior to the build or not. Doreen felt that a simple presentation with the building plans should be held prior to the build, with a larger meeting once the extension is completed to include clinical as well as administrative staff. The following was agreed by members

- Letter from the surgery sent to patients once planning permission has been granted, with information about plans for the extension and arrangements during the build.
- Presentation of the extension plans as a drop in session after planning permission has been granted but before the build starts.
- Presentation in the new surgery once the extension is completed involving clinical and administrative staff.

5) CCG Campaign to Reduce Waste Medicine

Penny talked about the use of post-dated medicine orders which is currently in use at the surgery, and which may encourage over-ordering of medicines. Penny asked members whether they thought this was a useful service to continue in order for her to feedback to the CCG. Members of the forum noted that although they could see the advantages of encouraging online ordering, different patients are comfortable with different methods for ordering medicine and there is still a place for post-dated orders.

Members of the forum also felt that patients should be educated about medicine waste, perhaps by reception staff discussing this with them when patients are making post-dated orders, and by dispensers discussing links between medications and illnesses or by adding information to prescriptions noting what condition a medicine is treating. Members agreed the following plan to feedback to the CCG

- Identify patients who are over-ordering medicine and remove the facility for post-dating medicine orders from these patients.
- Reception will encourage online ordering when patients come into the surgery.
- Add information to prescriptions to link medications to conditions.

6) Membership of Patient Forum

Yvonne noted that there was to be an open meeting in the village hall aimed at providing information to new residents, and wondered if it would be possible to have a surgery or Patient Forum representative. Penny would discuss this further with Yvonne.

Penny talked about the use of a Facebook page to communicate information to a wider audience, and in particular to communicate information about the extension progress. Members were supportive of the use of a Facebook page, in addition to the continuing use of the surgery website.

7) Dementia Friends Session

Chris has investigated hiring St Benedict's church hall to hold a Dementia Friends Information session. In view of the building work not starting imminently, Chris wondered if it would be preferable to hold the session at the surgery in Ampleforth sometime in October or November. Chris noted that the session would be informal and uplifting, to last around 45 minutes. Chris to confirm availability with the Dementia Friends & book a venue.

8) Hospital Services

Jenny read some information about the orthopaedic unit at Malton Hospital for information, this as an alternative to patients attending Scarborough & York Hospitals.

9) Feedback for Scarborough and Ryedale CCG Patient Group Meeting

Jenny noted that during a recent NHS 111 call, the person she spoke to was not aware of the Malton Urgent Care Centre. This will be brought to the attention of the Yorkshire Doctors urgent Care Team at the next CCG patient group meeting.

Penny passed round copies of the Scarborough and Ryedale CCG Annual Reporter publication for information. Extra copies are available in both surgeries.

The Scarborough and Ryedale CCG Patient Group Annual Event will be held on Wednesday 5th October from 6 pm to 8 pm at Malton and Norton Rugby Club. We have 3 members attending this meeting.

10) Any Other Business and Date of Next Meeting

The next meeting will be held at Hovingham Surgery on Monday 16th January 2017 at 6:30 pm.