

Tollerton Surgery PPG Meeting Minutes Tuesday, 1st October 2024

PRESENT: Sharon Oliver (SO) (Chair), Tim Key (TK) (Vice Chair), Mike Tranter (MT), Lynn Ridley (LR) (Hon. Sec.), Sarah Utting (SU), Fiona Howell (FH), Peter Bond (PB), Murray Ferris (MF).

1) APOLOGIES FOR ABSENCE: Apologies were received from Ken Hinds (KH)

2) MINUTES OF MEETING: Minutes of meeting on 4th June 2024 were agreed as a true record by all present.

3) Matters Arising

There was some discussion about trying to encourage more people to become a member of the PPG. The minutes of the meetings are now being put on the surgery website and the notice board. Anyone who is joining the practice as a new patient is also being told about the PPG and encouraged to consider joining the group.

The possibility of meeting through zoom was considered so that people who might be interested but unable to attend in person due to other commitments could join in.

If anyone is interested in joining the group they can contact any of the following

Fiona Howell, Practice Manager: fionahowell@nhs.net

Sharon Oliver, Chair of the PPG: mandsoliver@btinternet.com

Lynn Ridley, Hon Secretary of the PPG: lynntranter@outlook.com

If anyone has any concerns about the practice they are invited to come to the PPG meeting.

Access via Tennis Court Lane:

As discussed at previous meetings, for less able residents who walk to the surgery, it would reduce the distance they need to walk if there was access to the surgery premises via Tennis Court Lane. The access was in the original plans for the development but due to objections raised by Tollerton Parish Council, the walk way was not opened up.

PB said he would contact the planning department at North Yorkshire County Council to see if they can consider access.

Action: To bring forward to the next meeting

4) Practice Manager's Report

Premises

The practice is pleased with the cabin and garden. The cabin is being used flexibly as an overspill area at present.

There has been some positive feedback about the garden from patients. Around this time of year the wildflower turf requires cutting with a hedge cutter rather than strimmer. FH will

check with Michael at Addis Garden Design to find out when it requires cutting. She asked the group if anyone may be able to help with this.

Staffing

Recent staffing news:-

Junior doctors:

- **Drs Ellie Cullen and Pete Mason** have completed their placements at Tollerton Surgery and have moved on.
- **Drs Zara Carrington and Jess Wheeler** commenced in August.
- **Dr Mustafa Al-Hussein** commenced his induction today and will be at the surgery until April 25.

Nursing:

Tracy and Sally have started in the nursing team since our last meeting. Tracy will be starting her new to practice nurse two-year course this month.

SHaR PCN

Exciting news – PCN pilot programme

22 PCN's have been selected to take part in the pilot programme (out of a total of about 1250). The SHaR PCN was successful with their bid.

The initial data collection will be looking at collecting information on demand and capacity gaps, trying to review the services the PCN is providing and see how services can be improved. NHS England and Integrated Care Boards (ICB) are working together with the PCN's for 2 years and plan to use the data collected to inform the GP contract.

The project is an exciting opportunity for the practices to work more flexibly than the rigid models they have had to follow under the current contract arrangements. There will be a small uplift in funding and resources and the practices will know exactly what money they have coming in and how they can spend it to deliver the services they feel are appropriate for the local community.

Baseline data collection will start with a staff satisfaction survey and a time and motion study for staff. Current demands on services will be looked e.g. appointments, telephone calls etc and the demographics of individual practices will be reviewed. Throughout the study financial transparency will be maintained.

Practice Awards:

ShaR Urgent Care team have been shortlisted for 2 awards:

PMA* Award for Innovation in General Practice and General Practice Team of the year.

*The PMA is the Association of Primary Care Managers and Non-clinical Professionals in the Healthcare Sector

We look forward to finding out if they are successful.

SU said she would share the links for the websites which are as follows:

General Practice Awards 6.12.2024 – General Practice Team of the Year

[General Practice Awards | Shortlist \(cogora.com\)](https://www.cogora.com/shortlist)

PMA Awards

[PMA Awards 2024 - PMA \(pma-uk.org\)](https://pma-uk.org)

SHaR won 'Innovation In General Practice Category 2024' for the Urgent Care Service

Winter vaccines – see point 7) below

GP contractors in dispute with NHS England

Action continues to save General Practice to protect practices and patients' care. GPs and their teams are exhausted and losing morale. Some points have been raised:

- Secondary care should request their own investigations rather than asking primary care to request on their behalf. They should convey the results of investigations that they have requested directly to the patient and not expect the GP to do this on their behalf. This includes blood tests because if the practice takes the blood tests the results come to the practice and the GP will be expected to review them.
- Secondary care should provide a Med 3 (fit note) for the whole expected period of absence from work. Again GP's are being requested to provide the fit note but it is not the GP's responsibility if they are under the care of the hospital.
- If the hospital diagnose another problem and need to refer a patient to another specialist team, secondary care clinicians can refer their patient directly to other specialities within the hospital. The patient does not need to be sent back to the GP for the GP to initiate the referral. GP's are being placed in a difficult position when asked by the patient for a referral when the GP has not been involved with that aspect of the patients care.

LR asked if the hospital consultants are aware of this. SU said it was being communicated back through the hospital managers and the consultants should be aware. Similar issues arise when patients are not given sufficient medicines for discharge and request prescriptions from the GP who may not even know what treatment the patient has received. This arises, for example, when patients self-refer for private medical care.

Issues regarding private healthcare and consultations were discussed. Private Consultants should not request NHS services. This is happening more and more as NHS waiting times increase. GPs should not be asked to prescribe medications following a private consultation. The medication may not be on the NHS formulary and the GP is responsible for assessing suitability and ensuring that the appropriate monitoring is in place for the medicines that they prescribe. They are not able to do this if they have not carried out the consultation or tests.

SO raised the GP survey results that were circulated by FH. She commented that the results were positive for Tollerton Surgery. It was noted that patients use fewer web based contacts with the surgery than some other practices, e.g Millfield. LR suggested that this may be related to the patient demographics. SU also commented that it is much easier to get through to Tollerton Surgery on the telephone than it is for many other practices which the PPG agreed with.

On line consultation forms are available through the practice website. SU said that different doctors preferred different referral routes. Sometimes photographs of skin complaints etc

can be helpful in advance of a consultation but the web based referral pathway is there as an option and not a requirement.

SO mentioned that she had been looking at the website and couldn't always find the information she was searching for. FH said that Debbie was working on the website and trying to ensure it was up to date.

5) Terms of reference

Due to time constraints this has been deferred to the next meeting.

6) Feedback from the ICB Patient Engagement Network

Not discussed but the slides had been circulated before the meeting for the group to look at.

7) Winter Vaccines

Flu and Covid Booster Vaccinations

Citywide Health are holding Covid Vaccine booster sessions at the Galtres Centre in Easingwold. Patients can now book this through the NHS App. The App offers patients the option to have the flu vaccination at the same time as the Covid booster.

The practice will be offering flu vaccination at Tollerton Surgery and are asking patients to support them and have their flu vaccines at the surgery to minimise wastage of the flu vaccine. The surgery are trying to be as flexible as possible with appointments and encourage patients who have not booked to take up the offer of the vaccine on the days when the vaccine is being scheduled. Flu vaccinations have to be pre-ordered a year in advance which makes planning very difficult and if the vaccine is not used the vaccines are wasted and the practice loses revenue.

Flu vaccinations

Starting

Friday 4th October 2.00pm – 5.30pm

Monday 7th October 2.00pm – 6.00pm

The PPG were asked to try to support and help with directing patients on these days. Patients can ring the surgery to book their vaccine.

RSV vaccine

RSV vaccine is now available. This vaccine has not previously been offered to older people. It is now going to be included in the winter vaccine programme for older people as part of a new national vaccination programme. Respiratory Syncytical Virus (RSV) is a common virus that can make babies and older adults seriously ill.

It is being offered to patients aged 75 to 79 or to patients who turned 80 years old after 1st September 2024 up to 31st August 2025. The vaccine is also offered to pregnant women. The surgery will be contacting patients to invite them for vaccination if they are eligible.

8) PPG Members items for discussion

8.1 Community Training on the use of the defibrillator

There was some discussion about the training for basic life support (CPR) and the use of the defibrillator for residents in the various villages. LR commented that some people had mentioned that they would like to know what to do but were not aware of the training. There has been some training organised recently for Shipton, Newton and Linton and Tollerton. Unfortunately, it is clear that the information is not reaching everyone in the local communities. The question was raised again about communication with the wider community. Those who use Facebook or other Apps might know what is happening but if people don't have these links they miss out.

It was agreed that we would explore the opportunities for more training.

Action: MF to check with the parish council to find out if the training was funded. Bring forward for further discussion.

8.2 Carers Emergency Card

LR and MT brought the Carers Emergency Card to the group to ask if something like this was available through the surgeries. The card is designed for use by a carer to say that they are responsible for the care of another person and in the event of an emergency, who should be contacted. SU and FH suggested that we contact the personalised care team (via Lisa Robertson) to see if the card is available.

Action: LR to follow up.

9) AOB

Stillington Surgery PPG Open Day

Stillington Surgery PPG are having an open day on 3rd October. The PPG is relatively new and Tollerton were not aware of this initiative. SH is trying to get in touch with the Chair of Stillington PPG. She has been in touch with Millfield PPG. MT said he had been invited to the open day due to his work with the Easingwold Mens Shed and would try to make some links and feedback to our PPG.

Action: MT to feedback to the group

MT also mentioned the community action day that was taking place on 7th October at the Hawkhill. It was being organised through EDDCA and was likely to be discussing community action work such as emergency planning. It was thought that Lisa Robertson was likely to be aware.

Easingwold Health Centre

Unfortunately, Easingwold Health Centre opening has been delayed. There are still plans to move the Urgent Care Team into the centre once the upgrade work is completed. Funding from St Monicas has gone towards the Health Kiosk which will be available once the centre is open.

The meeting was closed but TK wished to thank the team at Tollerton for their work and gave some very positive feedback on his experience of the surgery.

10) Proposed date of next meeting: Tuesday, 28th January at 4.00 p.m. in the Surgery