

Tollerton Surgery PPG Meeting Minutes Tuesday, 28th January 2025

PRESENT: Sharon Oliver (SO) (Chair), Ken Hinds (KH) Mike Tranter (MT), Lynn Ridley (LR) (Hon. Sec.), Sarah Utting (SU), Fiona Howell (FH), Peter Bond (PB), Murray Ferris (MF), Claire Allison (CA), Annie Maunder (AM) and Lisa Robertson (Guest)

1) APOLOGIES FOR ABSENCE: Apologies were received from Tim Key (TK)

2) INTRODUCTIONS: The group welcomed two new members, Claire Allison (CA) and Annie Maunder (AM)

The group also welcomed Lisa Robertson who was invited to the meeting to discuss the work of the SHaR Personalised Care Team.

3) MINUTES OF MEETING: Minutes of meeting on 1st October 2024 were agreed as a true record by all present.

4) Matters Arising

4.1 Access via Tennis Court Lane

This was discussed briefly. There has been opposition from local residents to the idea of having pedestrian access to the surgery car park from Tennis Court Lane. Although we are aware that patients would welcome such access, we are not in a position to take this forward. It was agreed that it should be removed from the agenda.

4.2 Community Training on the use of the defibrillator

This has not progressed. MF said that he would try to find out if the Parish Council will fund any training for local residents.

4.3 Carers Emergency Card and the work of the SHaR Personalised Care Team

Lisa Robertson, the SHaR Social Prescribing Link worker kindly attended the meeting to discuss her role and the work of her team. The personalised care team cover the 7 practices within the PCN. Their role is to connect people with local services, activities etc. The aim is to try to improve resilience and help people take care of themselves in the community.

The Carer Emergency Cards are provided by the local council. The carer registers the card with the council. Registration includes providing contact details of other people who could help with the person needing care in an emergency situation. The council can assess the carer's needs and provide advice on any further support that may be available.

The personalised care team have a dementia care co-ordinator.

Referral to the team is via the GP or nurse practitioner. Other organisations can refer into the team but patients cannot access the team directly.

The team try to reach out proactively to people who they are aware of and may benefit from the team's support.

The team are involved with multidisciplinary team meetings to support patients in the community who may have specific care needs.

There is also someone working with patients who have had a recent acute hospital admission.

Lisa said she would circulate their leaflet.

There was a question about making information about the personalised care team available on the Surgery website.

5) Practice Mangers Report

Practice Manager's Report 28th January 2025

Premises

The cabin is being used regularly now. The wildflower garden was cut and cleared by a local contractor and all being well we look forward to a larger display of flowers this summer.

Staffing

Recent staffing news: -

- Dr Will Robertson joined Tollerton in November to cover Dr Claire Taylor's maternity leave. Will covers surgeries on Mondays and Wednesdays, he continues to work in SHaR urgent care service and the PCN management. The plan is for Will to continue with us long term when Claire returns.
- Dr Matthew Rodway (locum) is regularly covering Claire's surgeries on Thursdays.
- Drs Bron Watson, Zara Carrington and Mustafa Al-Hussein are due to finish their placements with us in February.
- Dr Jess Wheeler increases to full time and Dr Hamza Shakeel will be joining us to work on Mondays and Wednesdays.

SO mentioned that there had been some positive feedback with respect to services just after Christmas, when patients had expected to wait for appointments but were seen quickly. Patients were very positive about Dr Watson and Dr Al-Hussein.

SHaR PCN

Further to the last meeting SU informed the group that the practice was delighted to have won the practice management award.

PCN Pilot Programme: Only 22 practices across the country have been selected to take part in the pilot programme. Work has commenced with capacity and demand data collection every two months. It involves every member of staff working at the seven practices completing an online record of work completed daily for a week. Also, reception and admin staff counting the number of contacts by telephone, online and walk-in.

Focus groups are beginning to meet to consider services we may provide more efficiently and specialised as a hub.

Urgent Care Service have started to work from Easingwold Health Centre. Patients continue to be seen at Terrington and Pickering as part of the expanding service.

GP contractors in dispute with NHS England

Action continues in the Save General Practice to protect practices and patients' care. You may not be aware of the action being taken as day to day work is being carried out but please see previous meeting minutes for further information on the action being taken.

Electricity Power Failure

The long power cut on Friday 24th January did cause disruption to the practice. No computer access and the telephones go into a backup system but as we couldn't answer queries and concerns a message was put on to ring 111. SHaR Urgent Care staff came to Tollerton as Easingwold was cut off first. Staff worked best they could. Wi-Fi was also down so they used mobile phone data to use laptops. The duty doctor went home to write up notes from their Wi-Fi. The vaccines and some dispensary items were lost with the fridges being off for such a time. As it started to get dark the decision was taken to close the surgery.

This is not the first time recently vaccines have been lost with a fridge failure. On the night of 8th October there was a surge of electricity causing the vaccination fridge to continue to cool to freezing. We had to replace the fridge and over £5,000 worth of vaccines were lost. Unfortunately, being flu vaccination season, we had more stock than usual. We borrowed some flu vaccines from neighbouring practices to carry out booked appointments and was surprisingly able to order a further supply. The new fridge didn't arrive as promised adding to further problems.

KH said that he had previously worked at the hospital and he believed that there should be a way to switch to a generator when there is a power outage. SO knew of some local services such as butchers and others who rely on use of freezers and fridges and could get a generator through Northern Power Grid. FH was concerned that this may not help with the fridges which are hard wired in to the power supply to stop them being accidentally unplugged or switched off.

KH to look at what might be possible to support the surgery during a power outage and feedback.

LR mentioned that after a fridge failure many products can continue to be used but the expiry date may need to be amended. FH confirmed that the fridges are monitored with constant data loggers so time out of range is documented. Items that freeze are not usually viable for reuse. Regional pharmacy support should be able to help with queries and advice on commonly used items.

6) Integrated Care Board (ICB) and Primary Care Network (PCN) Links

ICB: The ICB is changing the time of their next virtual meeting. The new time will be 6 to 7.30pm on Wednesday evening. SO asked if anyone from the group who may be interested could join the meeting as she has other commitments on a Wednesday. Next meeting 26th February.

Action: Please contact SO if you can attend the virtual meeting.

The current focus of the ICB is trying to establish a process for contacting a broader group of patients who do not have access to services by usual means.

PCNs: SO reported that the Chairs of all the patient participation groups (PPG) in our primary care network (PCN) got together in December to share ideas. Will Robertson met with the Chairs to try to push the agenda forward for groups to do collective meaningful work with the practices.

It was thought that there should be an annual meeting to invite patients along. Easingwold and Stillington PPG have had open days. They have included blood pressure checks, support for using the NHS App, information about the urgent care service. EDCCA have also been involved advertise their services for the local community.

Action for all: Please bring ideas to the next meeting where this will be discussed in more detail so that we can consider what might be helpful to our patients.

7) Terms of Reference

SO (Chair) said she thought the stated Constitution of the Group was adequate for now unless anyone had anything to add, which they didn't. LR to circulate with the minutes for new members.

8) Vaccines

LR asked if the uptake of the winter COVID vaccines had improved once booking for the vaccine at the Galtres Centre in Easingwold was available through the National Booking Service. FH said that they did not have this data as the COVID vaccination programme had been provided by Citywide Health. Members of the group felt the booking process had been easier.

SU mentioned that the ICB had been asking practices if they wanted to be involved with the COVID vaccine programmes. It is unlikely that the GP practices will take this on as there is a lot more work involved in the management of the COVID vaccines compared to the flu vaccine programme. Though the collaborative model in the Galtres Centre was very successful, there don't seem to be any plans to repeat this.

9) PPG Members items for discussion

PB was asking if the surgery still offered patients video appointments. SU stated that this was available through secure software if it is requested. It does not appear that patients request this form of consultation very often.

10) AOB

PB declared that he will be leaving the group after this meeting. SO, FH and SU thanked him for his contribution to the group. He had been with the group for several years since it began and had experience of the surgery in three different locations.

11) Date of next meeting:

The next meeting has been scheduled for **Wednesday 30th April 2025 at 4pm** with a change of day so Will Robertson can attend.