



Ampleforth and Hovingham Surgeries Patient Group

MINUTES

Monday 25th September 2017 from 6.30 pm

Ampleforth Surgery, St Benedicts House, East End, Ampleforth

Present: Chris Dudjinska, Doreen French, Malcolm French, Patricia Kelly, David Cragg-James, Yvonne Foster, Penny Coldbeck, Rowena Kitchin

Apologies: Jenny Moreton

1. Minutes from the last meeting

Chris read the minutes of the last meeting and they were agreed by all members present.

2. Matters arising from last meeting

There was some further discussion about the use of email distribution lists and individual email addresses. Rowena updated the members with the appointment of Dr Andreas Huber who started working for the Practice at the beginning of September to cover Dr Alix Jimenez's maternity leave.

3. Update on progress with the surgery extension and how the temporary use of St Benedict's House and other changes are progressing

Penny noted that apart from some initial confusion about where prescriptions would be available to collect and some minor parking issues at Hovingham Surgery, the temporary move to Hovingham Surgery seems to have gone very well overall. Members commented that they were impressed with how the system for prescription transportation and delivery was working, and felt that staff were dealing with the move very well.

Penny noted that the build was currently around 10 days behind schedule.

4. Update on fundraising via book sales

Penny noted that to September the surgery had received a total of £1,700 in donations, made up of £400 from book and DVD sales and donations of £1,300 from families following the death of a patient.

Donations would be put towards the purchase of new equipment for the surgery. The surgery has already purchased a new ear syringing machine with £240 of this money. A recent donation of £1,000 had been received with the stipulation that part of the money is used to buy something for the surgery staff.

There was some discussion about encouraging donations from patients, and Penny would look further into this.

5. Feedback from forum on how we encourage patients to use email, surgery website, text messaging

Penny gave the members an update on the use of email and text messaging to keep patients informed of campaigns and appointments, including new Smart messaging which could be used with smartphones.

There was some further discussion about the use of Facebook and the surgery website to communicate with patients. Patricia gave the members some information about the use of Facebook and privacy when using Facebook. It was discussed that resources such as Facebook and the surgery website have a different role to play in communicating with patients and could be used for general information and notifications. Email, text messaging, letters and phone calls would continue to be used for individual communications with patients.

There was some discussion about the cost of letters against the cost of sending emails and texts. Members noted that the forms asking patients to complete their contact details handed out at the flu clinic today had worked well, and suggested that this could be continued.

6. Update on the meeting of the Scarborough Ryedale CCG Patient Representative Group meeting on the 7th June including a proposal to discourage the prescribing of drugs which are easily obtained over the counter.

Jenny Moreton had provided a list of medications which could be prescribed but also easily bought over the counter at supermarkets and elsewhere. Penny noted that it was not currently possible to sell over the counter medications from the surgery dispensary, and this would require setting up a separate private pharmacy business. There was some discussion about encouraging patients to buy over the counter medicines cheaply elsewhere without losing the dispensing side of the surgery business.

The issues around patients building up unnecessary amounts of medication at home, reviews of medication compliance and the procedure for ordering repeat medications was discussed.

7. The annual meeting of the Scarborough Ryedale CCG Patient Representative Group on Wednesday 4th October 2017 6.00 pm – 8.00 pm, Falsgrave Community Resource Centre, Seamer Road, Scarborough YO12 4DJR. This meeting is open to all members. Unfortunately Jenny can't make it so we hope some members of the forum will go since decisions are being taken which will affect us. There are proposed changes to the provision of local community services.

Chris read a comment from Jenny regarding the future provision of community services. Penny explained more about the situation with the tendering process. There are currently three tenders, including a joint bid put together by the GP surgeries and North Yorkshire County Council to run services with staff based at the GP surgeries. The services being discussed include district nursing, hospice at home team and physiotherapy.

No members were available to attend the meeting, but it was discussed that members could put together an email with their thoughts to send instead.

8. The new mobile chemotherapy unit, commissioned by York Against Cancer, which will be available for patients of the York Teaching Hospital Foundation Trust including at Malton Hospital.

York Against Cancer raised around £700,000 towards the new mobile chemotherapy unit which would help to avoid patients travelling long distances.

9. Any other business including the date of our next meeting

Chris drew members' attention to the activity class held regularly in the Village Hall.

David noted that the volunteer driver scheme was now running out of money, and asked about the possibility of using surgery resources to ask for help from patients in continuing the service. Steve Twynham would likely be contacting Penny in the near future to discuss this.

There was a short discussion about an open evening for the new surgery, and that this could be held in the new surgery once completed.

The next meeting will be held on Monday January 15th at 6:30 pm at St Benedict's House, Ampleforth.