



Ampleforth and Hovingham Surgeries Patient Forum

Minutes of the meeting held by zoom Monday 13 June 2022, 6.30 pm

In attendance:

Penny Coldbeck (Practice Manager) PC
Patricia Kelly (Secretary, Patient Administrator) PK
Jenny Moreton (Chair) (JM)
David Cragg-James (DCJ)
Lot Doucet (CD)
Doreen French (DF)
Malcolm French (MF)

Apologies: Dianne Grant, Rachel Speight-McGregor, Penny Dyer, Malcolm Terry, Rosalie Wilding

1 Minutes & matters arising

CD noted that she was not in attendance at the previous meeting; amended.
The Minutes of the previous meeting were accepted as a true record of the meeting.

2 Updates from Practice Manager

Dr Rusby will be returning to work (part-time) in September; there will also be a new full-time GP Registrar (trainee GP) as the practice is an accredited training practice with Hull-York Medical School.

DCJ asked about covid incidence. PC explained that according to the Zoe study, the incidence is currently the same as in December, but the incidence in the practice is very low. Hospital admissions are very low, and patients needing respirators are also very low.

Extended Access: the survey has been disseminated via website, email, and social media, and most patients seem to be willing to travel. The Tuesday evening clinics are very popular.

MF asked how often the GP Partners were in each week; PC explained that each Partner has three days of appointments.

DCJ has received good feedback from patients about the pro-activity of the practice, with staff phoning to check that patients are well, and telephone follow up. CD suggested that this makes the practice feel more approachable to patients.

MF asked whether there is a difference between an Advanced Nurse Practitioner and a Physician Associate; PC explained that currently Physician Associates are unable to prescribe. Both Physician Associates and Advanced Nurse Practitioners have completed an extra, post-graduate qualification.

MF noted that too often the discussion at the patient forum doesn't reflect the actual practice, but is focused too much on wider NHS meetings. PC asked whether there should be a standing agenda? MF asked what the clinicians would like from the Patient Forum. PC said that the practice is very lucky with its patients; most patients are very happy. There are occasional problems with some patients insisting on seeing GPs, when they could be being seen or triaged by another staff member (e.g. depression can be treated by a mental health practitioner). All receptionists have taken a care navigation course which enables them to direct patients to appropriate services and/or clinicians.

CD noted that the most important thing for the patient is to be seen, and the structures are largely peripheral for patients. She also asked whether patients are aware of the roles of the clinical staff. PC/PK mentioned that there has been a social media campaign focusing on roles within the practice, and there will be further campaign which will be more 'personal', using photos and stories of staff here rather than generic.

3 Constitution

PC suggested that point 4 should read 'a member of the Practice Management team. DCJ asked who is entitled to vote (point 7). JM suggested that it should be only members who are registered members of the Patient Forum and should read 'a simple majority of members of the Patient Forum'.

Point 7: JM suggested 'Chair' and 'Vice-Chair' throughout.

JM is happy for her email and her telephone number to be shared on the patient forum noticeboard. MF pointed out that any issues which are raised need to be taken to the Patient Forum and/or to the Practice Manager. PC/PK will send all Patient Forum members a consent form for publicising their emails, phone numbers on the board and on the website.

It was noted that all complaints received this way need to be referred to PC if they are complaints, and brought to the Patient Forum if they are general issues about the practice.

4 Patient Survey

PC explained that IPSOS-MORI take a national poll in February which is published in July, on GP satisfaction. The PCN may wish to undertake a survey of the local population which is more locally focused, but this will be confirmed once the national survey has been published. PC asked members of the Forum to listen to neighbours, friends, colleagues, and find out what the issues are preventing them accessing healthcare – e.g., transport issues, which we know are a real issue.

JM and MF suggested the patient survey include information & questions about the new roles such as First Contact staff.

DF suggested an updated new patient leaflet with information about staff and roles. PK suggested a leaflet could be written to be given out with prescriptions.

5 North Yorkshire Clinical Commissioning Group

JM reported that the minutes from NYCCG meeting in May show just how much involvement there is by patients at the many practices. When the minutes are finalised, she will circulate them to the Patient Forum. The briefing for the May meeting contains some useful information relevant to changes within the NHS and will also be passed on. The AGM is open to everyone via zoom on Wednesday 5 October, 1.30-4.30pm. To add a topic to the agenda email janemarchant@nhs.net preferably by the end of July.

6 Humber THFT/Scarborough Ryedale

The Humber THF Scarborough and Ryedale Patient and Carer Forum (PACE) will hold a meeting on 16 June but unfortunately with little notice nobody was able to attend.

- 7 Activity Class update The Ampleforth Activity Class in Ampleforth Village Hall has stopped due to time tabling problems but is continuing on Zoom on Friday mornings 9.00 to 9.45 am. This is a relatively fast wake up class.
Contact Andy Gamble andybodybasics@gmail.com He also has an exercise class for beginners in Kirkbymoorside 2.00 to 3.00 pm Mondays.
There is a new Stretching Class in Oswaldkirk Village Hall on Friday mornings which is oversubscribed at the moment but a further class may be set up in September either in Oswaldkirk or Ampleforth.
To try out the class contact Claire Darcy 07769676545 or claire_darcy@yahoo.co.uk
There is a yoga class in Ampleforth Village Hall 2.00 to 3.30 pm Tuesdays. Contact Sue Usher sueusher@phoncoop.coop
For further information contact JM. JM will send information to PK to make up posters for the noticeboard.
- 8 AoB PK reported that there are now campaigns on social media, for e.g. carers' week, which have quite a wide reach. JM said that the CCG were thinking of promoting 'Just one thing' over the summer.
Nell Etherington, a former member of the patient forum, has died unexpectedly.
DF thanked all the surgery staff for their work.
- 9 Date of next meeting The next meeting will be on Monday 12 September, at 6pm, and will include the AGM.