



Ampleforth and Hovingham Surgeries Patient Forum

Minutes

Tuesday 4th May 2021 4:00 pm

Via Zoom meeting

Present: David Cragg-James, Jenny Moreton, Rosalie Wilding, Nell Etherington, Penny Coldbeck (Practice Manager)

Apologies: Helen Richardson (Patient Services Administrator), Doreen & Malcolm French

1. Matters arising from the last meeting;

To amend text regarding JM brief overview of the proposed I.C.S.

Discussion regarding patients perception of the role of the patient forum group, agreed its role can be summarised as a “channel for communication between the surgery & patients”.

Action; PC would email the group’s constitution to all members for reference. Surgery to add up to date meeting minutes & agenda to surgery website.

Activity class resumes in Ampleforth village hall on 19th May, Covid restrictions permitting.

2. Update from Penny regarding surgery services

The Covid vaccination roll out continues to be a huge undertaking and using a lot of admin & clinical time and resources. We have been very fortunate patients have come forward to offer their services as volunteer marshals for the clinics both at Ampleforth & at Malton. This has eased the pressure on non-clinical staff who are working overtime to ensure clinics can be provided for our patients.

Covid vaccination passport was discussed. GP surgeries are not expected to provide patients with proof of vaccination. This will be provided by the NHS app (patients will need to register) or patients can telephone NHS Covid helpline 119 to request a letter.

JM had emailed Kevin Hollinrake MP regarding the Covid vaccination passport.

3. Patient Partner Handbook produced by North Yorkshire CCG.

Discussed members felt some parts helpful. Agreed add the newsletter to the forum notice board and add to surgery website.

4. Healthwatch North Yorkshire GP Report.

JM had reviewed the report & the surgery website; she felt the surgery met HW criteria.

5. Ryedale Community Support Network email 200421

The following email sent to volunteers by Ryedale Community Support Network was noted by the group.

As we gradually come out of Covid restrictions and life returns to some sort of normality, we have received a few questions from our lovely volunteers who have become regular shoppers or prescription collectors about what they should do now that the people they have been supporting are able to go out and about again. Some people are returning to work or other activities in their lives, but are concerned about the welfare of the people they may have been supporting for many months now.

The key thing here is to remember that you are all 'volunteers' – you have worked incredibly hard supporting vulnerable people in Ryedale throughout the pandemic and the lockdowns and we are incredibly proud of the amazing work you have done, but as a volunteer it is your decision as to how long you want to continue in your role.

In the past few months, many 'asks' that have been carried out for people have become to feel very 'business as usual' – many have continued to carry out their support as a 'good neighbour' or a friend, rather than as a 'volunteer'. Eg Many have just absorbed the shopping they started doing for 'Mrs Smith up the road' who was shielding during lockdown into their own weekly shop and now just drop off Mrs Smith's groceries on the way home each week. This is brilliant to see and has built an increased sense of community during the pandemic. Many new friendships have formed in the last 12 months – even amongst people who have never spoken to neighbours before - and we hope these will last way beyond Covid.

So our message is that if you are happily continuing to volunteer on this informal 'good neighbour' basis, then please do continue as you are – the people you are supporting will undoubtedly really appreciate your continued support.

However, if you are starting to feel you'd like to reduce your volunteering due to other things 're-opening in everyone's lives, but believe that the people you are helping may still need or value the support, please do get in touch with us at the CSO. We are looking to arrange alternative ways to continue to provide help for those people who still need support going forward and will find a way of meeting this need.

In order to pass on the names of people you have been supporting to the CSO you will need to ask them for their consent to give us their contact details. They may be a little wary of doing this, which is only natural; if this is the case please feel free to give them our telephone number at the CSO - 07922 421326 - and they can call us directly if they wish.

Please don't hesitate to call us to discuss the issues raised in this email – we are always happy to talk through any concerns you might have about those people you support and any further help they may need in the future. We are all aware that some people may have said in the last few months that 'they would be fine' once the government restrictions lifted, but who are now having second thoughts and are anxious about taking those first steps out to the shops – or are simply still remaining connected due to potential fear of loneliness or isolation. The CSO can support them going forward to help them overcome these anxieties and/or put measures in place to continue the support they have received from you over the last 12 months.

With many thanks again for all you have been doing as a volunteer – we hope that the 'roadmap' runs smoothly over the next few months and we can all look forward to a more 'normal', less restrictive summer in a few weeks' time!

With best wishes

Dinah Keal

6. Accessing our Medical Records online.

PC gave an overview of what information patients can view, patients can also order repeat medications if they have online access. Two members requested further information to be emailed to them.

7. Any other business

Nothing noted.

8. Date of next meeting, Ampleforth Surgery waiting room (Covid restrictions permitted).

Monday 6th September 6pm