



## Ampleforth and Hovingham Surgeries Patient Forum

### Minutes of the meeting held Monday 20 September 2021, 6-7 pm, Ampleforth Surgery

- 1 Welcome and introductions
- The practice manager welcomed all to the Patient Forum, especially new members. She explained that the Patient Forum is open to all patients at the surgery, and is the practice's 'patient participation group'. There are normally 4 meetings annually and the aim of the forum is for patients to be able to contribute their views about services provided by the practice, and to assist the practice in disseminating information to patients.
- In attendance:
- Penny Coldbeck (Practice Manager)
  - Patricia Kelly (Secretary, Practice Administrator)
  - Jenny Moreton (Chair)
  - Charlotte Doucet
  - Penny Dyer
  - Rachel Speight McGregor
  - Pat McManus
- 2 Apologies
- David Cragg-James
  - Amanda Thompson
  - Rosalie Wilding
  - Lynne Woodgate
- 3 Matters arising
- The minutes of the previous meeting were accepted as a true record. The Practice Manager noted that Ryedale community support network have been calling for more volunteers to support local GP surgeries.
- 4 Discussion of constitution
- The Practice Manager explained that the Patient Forum Constitution is based on a national template.
- The Constitution was discussed in detail.
- Paragraph 2. 6 – amend to read, 'The forum will have input into a Ryedale and North Yorkshire wide Patient Forum...'
- Paragraph 3 – amend to read 'Once in each year, in the autumn...' and 'will be advertised by the practice'.
- Paragraph 4 – amend to Chair and Vice-Chair.
- Paragraph 4.3 – CD noted that in order to comply with GDPR, all communications between the surgery and patient group, and among the patient group, should be through the surgery. PK noted that part of her role is to be this point of communication.
- It was agreed that brief annual reports will be circulated by the Chair, Vice-Chair, and Practice Manager for the AGM, and will be disseminated to patients as appropriate.

## 5 Updates from practice manager

The Practice Manager explained that the practice is a member of North Riding Community Health Network also known as a Primary Care Network (PCN). Other member practices include Derwent (Malton), Sherburn & Rillington, and West Ayton and Snainton practices. The PCN works closely with the other Ryedale GP practices in their PCN, South Hambleton and Ryedale PCN.

The PCN shares a number of staff among the practices, including a first contact mental health (MH) nurse, a first contact physiotherapist, and pharmacists. The PCN is currently advertising for further pharmacists and physiotherapists, and the MH team will also be expanded next year. There will be a shared PCN manager. Clinically the PCN is focusing on cancer diagnosis, particularly lung cancer, and on cervical screening. There is also a social prescribing team run by the voluntary sector to support patients with their applications for social care and other support.

In the practice itself, COVID has been the central issue. The Practice manager thanked those from the patient forum who have volunteered to help with vaccination clinics. Flu vaccinations have been delayed, which is problematic as the flu vaccine is a major source of income for the practice.

Staff changes: Dr Rusby is on maternity leave with newborn Lara. Dr Jacobs continues to cover maternity leave and will stay with the practice on Dr Rusby's return. Dr Black is the clinical director of the PCN. We also have a GP Registrar, Dr Ellie Dickson, who is training in the surgery on Mondays and Fridays, and a 5<sup>th</sup> year HYMS medical student.

CD asked about the income for the extra staff members, and the Practice Manager explained that some funding is coming from the PCN, and the covid (and flu) vaccines provide another income stream.

PMcM asked about moving back to face-to-face appointments. The Practice Manager noted that already before Covid, there had been a move to some phone appointments. For the foreseeable future, anyone with respiratory issues will be seen at Hovingham. Patients can book a face to face or telephone appointment with all staff including the wider PCN staff.

The CCG will be replaced by Humber, Coast, and Vale Integrated Care System (ICS). CD noted that this is a huge geographical area and very socially diverse; PC agreed that one concern is that attention and resources will be focused on Hull/Scarborough, to the cost of less visible rural deprivation and social issues.

RSMcG asked about training for clinicians on menopause. Dr Howlett has completed this training. RSMcG and PK suggested promoting this via social media.

RSMcG asked about social media, and whether the patient forum should have a presence on social media, and indeed whether the surgery should have a wider social media presence. She would be happy to advise and contribute to this. PC noted that the website needs some updating. CD asked whether updates could be sent out to a mailing list via the website – this may be possible after an update. PMcM would also be happy to advise on social media and general public relations.

CD noted that many patients are neither on social media nor the internet and asked how they should be reached. PK suggested a newsletter could be added to prescription packs.

## 6 NYCCG

JM noted that patient forum members can sign up to the following sources of information – The Loop, which is an online forum for NYCCG, and York & Scarborough Teaching Hospitals NHS Trust. She will send information to PK to be sent to the forum members.

JM also reported that health navigators will be employed by the hospital trust to help people navigate the system, and that 'patients know best' is the hospital record-

keeping system, which is different from, and not integrated with, Sysm1, which is for GP surgeries and primary care.

The CCG has produced posters to discourage patients from missing appointments. The surgery will promote the weekly activity class in the village hall, both on the community noticeboard, and on social media, and will also promote the village hall weekly coffee mornings and Saturday libraries. CD noted that she has had calls from the social prescribing team, but that the village hall is run by volunteers.

7AoB

PD observed that the Zoe Covid study app, run by Prof Ian Spector and his team at University College Hospital, London, needs more subscribers from the Ryedale area to ensure its data is more accurate.

8 Date of next meeting  
(AGM)

The AGM will take place on Monday 6 December, in the surgery, at 6pm.