

SUMMARY OF ACTION NOTES

North Yorkshire Clinical Commissioning Group
Harrogate and Rural Patient Partner Network
Tuesday 8 September 2020 16.30 – 18.30pm
Video Conference: Zoom

Chair – Kate Kennady, Lay Governing Body Member Patient and Public Engagement

Bridget Read (BJR) Engagement Manager
Jane Marchant (JM) Communications and Engagement Assistant

In attendance:

Andrew Dangerfield (AD) Head of Primary Care Transformation NYCCG
Claire Saunders (CS) Service Improvement Manager NYCCG
Ken Latta (KL) Head of Medicine Management Team NYCCG
Stacey Stanton (SS) Medicines Optimisation Technician NYCCG

Practices Representatives:

Charles Gibson (CG) Nidderdale
Geoff Webber (GW) East Parade
Freda Roach (FR) Dr Moss & Partner
Malcolm Wailes (MW) Leeds Road
Arnold Warneken (AW) Springbank
Malcolm Bottomley (MB) Dr Moss & Partner
Kashmir Kaur (KKa) Park Parade

Practice apologies:

Colin Anderson (CA) East Parade
Helen Clothier (HC) Beech House
Lawrence Sherrington (LS) Nidderdale

Item	Lead
<p>1</p>	<p>Welcome and Apologies</p> <p>KK welcomed everybody to the meeting and thanked everyone for joining in the Zoom Meeting. A total of 6 Practices were represented.</p> <p>KK as the Chair introduced herself to the group and virtual introductions were done. KK also welcomed Claire Saunders Services Improvement Manager working in the Strategy and Integration Team. CS had previously worked at Dr Moss and Partners Practice and Patient Partners may well know her. KK invited CS to join future meetings. AD stated that would work well as there would always be representation from Primary Care Team.</p>

<p>2</p>	<p>Agree Action Notes held on 12 May 2020</p> <p>MW stated that on Page Three – should read MW reported that the “PPG” Meeting was via Zoom and asked JM to remove “PCN”</p> <p>”The action notes were agreed as a true and accurate record of the meeting.</p> <p>Action: JM to remove the word PCN and replace with PPG</p> <p>Action Log</p> <p>KK stated that an Action Log for the meeting needs to be included with the minutes. The group also discussed and agreed that a Finance Update would be a standard item on future agendas and would commence from November 2020.</p> <p>East Parade - GW agreed that a regular finance update regarding NYCCG would be very useful.</p> <p>Action: JM to add Finance Update to the Agenda commencing November 2020</p>	<p>JM</p> <p>JM</p>
<p>3</p>	<p>Self Care/Over the Counter (OTC) Medicines Campaign</p> <p>SS gave a presentation regarding North Yorkshire CCG’s Self Care and Over the Counter Medicines Campaign. This campaign comes into effect from 1 October 2020 when GP’ in North Yorkshire will no longer prescribe medicines that patients can buy themselves from a pharmacy or supermarket for minor health conditions such as coughs, colds, aches and pains etc. This does not affect the prescribing of over the counter medicines for long term or more complex conditions or where minor illness are a symptom or side effect of a more serious condition.</p> <p>Last year, the NHS in North Yorkshire spent more than £4 million on prescription items that are available over the counter. Across the NHS, it’s around £140 million. By reducing the amount of money it spends on over the counter medicines, the NHS can give priority to treatments for people with more serious conditions such as cancer, diabetes and mental illness Buying medicines over the counter for minor health concerns from a local pharmacy or supermarket, rather than obtaining them on prescription, can make more efficient use of NHS resources and free up more GP appointments for people who need them most.</p> <p>SS reported that the Over the Counter Medicines Project would have commenced earlier in the year but it has been on hold due to the COVID pandemic. SS assured the group that the pharmacy teams are all trained in dealing with minor ailments and will always refer to the duty pharmacist if more advice required. SS confirmed that there are safeguards in place with GP Practices to ensure that people on the lowest income do have access and receive medication they and their families require.</p> <p>Springbank – AW asked how a patient can tell a pharmacist confidential details</p> <p>SS replied that pharmacies do have rooms available for discussing confidential details with patients if required. KL stated that a patient can also ask for a one to one</p>	

	<p>virtual conversation with a pharmacist.</p> <p>Nidderdale – CG asked how this would work when a GP Practice also has an “in house” pharmacy. KL responded that a GP Practice will have rooms that can be used for consultation. Counter staff are all trained to deal with the public and if needed will pass the query onto the pharmacist.</p> <p>KK thanked SS for a very useful presentation and asked the group to feedback at their next Patient Partner Group meeting.</p> <p>Action: JM to circulate presentation to the group.</p> <p>Flu Messages</p> <p>AD reported that due to the COVID pandemic the Flu Campaign will be larger than previous years and will aim to vaccinate as many as possible – especially the “at risk groups”. There will be an expansion by GP Practices of offering the vaccine to various patient cohorts across North Yorkshire including shielding household members. However the CCG is still waiting further National Guidance from NHS England regarding larger vaccination clinics and how they can be managed. The last group to be vaccinated will be 50 – 64yrs during November/December.</p> <p>Leeds Road - MW stated that not all GP Practices will be able to meet the correct guide lines on social distancing whilst the public attend a flu clinic for vaccination. Is there any extra funding available for the use of alternative premises?</p> <p>AD replied that funding was available from NHS England but waiting to be informed on the level of funding.</p> <p>Springbank – AW asked if the vaccination clinics have to be done in a clinical environment or can a larger venue be used.</p> <p>AD replied that NY CCG is looking at facilities at Yorkshire Show Ground and is waiting for further details from NHS England regarding the vaccination of 50 – 64 yr group.</p> <p>KK thanked AD for this update and asked that the group take the update back to their PPG.</p>	<p>JM</p>
<p>4</p>	<p>Communication & Engagement Strategy</p> <p>KK stated that the Communication and Engagement Strategy for NYCCG has gone to the Governing Body meeting and has been approved. The document is a five year strategy and the action plan reviewed every year. Details of progress will be available on the NHS North Yorkshire CCG and will be included within the CCG Annual Report.</p> <p>BR replied that NYCCG values working with the Patient Partner Network groups and feedback from everyone is very much valued and will enhance engagement.</p> <p>Dr Moss Practice – MB stated that he had read the report and that it contained a lot</p>	

	<p>of material.</p> <p>Leeds Road - MW reported that Leeds Road Practice does not feature on the map. BR apologized and replied that she will update the map.</p> <p>Action: BR to update the map. KK thanked everyone for their feedback</p>	BR
5	<p>Terms of Reference</p> <p>KK asked the group if they had any issues/comments with the Terms of Reference that had been circulated prior to the meeting. They are not different from the previous ones used and have been merged into one document from Scarborough/Harrogate and will be used in other groups.</p> <p>Spring bank - AW asked if there can be more than 2 representatives attending a meeting and can the GP Practice send a substitute?</p> <p>KK confirmed that this was acceptable. BR stated that she is working with Practices across NYCCG to encourage more patient representatives to be part of the network. Whilst we continue to hold the meetings virtual, we can manage 3 representatives attending from some practices, however, when the meetings return to face to face, we will have to revert back to 2 members from practices due to the size of the venue.</p> <p>East Parade - GW stated that on a practical level when the group goes back to having face to face meetings could a bigger room be found as he thinks the room at Harrogate Golf Club is too small. The group agreed. KK asked this to be an action note going forward.</p> <p>Action: JM to find a more suitable venue when restrictions lifted and no virtual meetings anymore.</p> <p>Group agreed and accepted Terms of Reference</p> <p>Values & Behaviours</p> <p>KK stated that these Values and Behaviours have been used previously and asked if the group happy to accept them. Group discussed and accepted the Values and Behaviours.</p> <p>Induction Pack</p> <p>BR shared with the group that she was in the process of putting an Induction Pack together for new members which contained information pertaining to NYCCG eg.</p> <ul style="list-style-type: none"> • Travel Claim Forms • History of NHS • Contact List • Contacts for Patient Relations across North Yorkshire • Map of North Yorkshire • Communication and Engagement Strategy 	JM All

	<ul style="list-style-type: none"> • Glossary of Terminology/NHS Jargon • Structure of NYCCG Governing Body <p>BR stated that the information would be put together into an easy to read document.</p> <p>KK stated that for new people joining the group this would be very helpful.</p> <p>Spring bank - AW reported that he felt a starter pack would be easier for new people to digest and not too overwhelming.</p> <p>Park Parade – Kka suggested that a staff structure chart would be very helpful including Primary Care.</p> <p>KK suggested a simplified model to include Executive roles and Communication staff involved in Patient Partner Network meetings.</p> <p>BR confirmed that she would continue working on the Induction Pack.</p>	
6	<p>Patient Partner Network Survey Results – August 2020</p> <p>BR stated that the survey was completed by two different groups across North Yorkshire. The feedback received from the patient partner members has given NYCCG a clear indication that the meetings are effective and that members benefit from being part of them. Eighteen members completed the questionnaire and all had experience of using Zoom. Going forward NYCCG will:</p> <ul style="list-style-type: none"> • Ensure that agendas give members sufficient time to provide feedback from their practice • Speakers/presentations do not take over the full contents of the meeting • Ensure members are kept up to date early on re changes/developments • Not to use acronyms – members to have access to a glossary • At the end of the first year – assess the frequency of meetings • Check the convenience of meeting times per local group • Consider using video platform during inclement weather conditions <p>Springbank – AW stated that the response to the survey was very interesting. Need to be aware that only 70% of HaRD Patient Partners responded but that also some GP Practices do not have any groups.</p> <p>Springbank – AW stated that he is a “Local Group’s Officer” and would be happy to assist other GP practices that need help to get patient partners involved. BR thanked AW for his offer to help if practices required it.</p> <p>The group agreed that face to face meetings were the best way but currently accepted that they would have to have them virtually.</p> <p>KK thanked everyone who took part in the survey. BR will work on increasing GP Practice participation.</p>	

7	<p>Overview of North Yorkshire Clinical Commissioning Group Financial Position</p> <p>KK stated that GW had submitted a number of finance questions prior to the AGM and would he be happy for them to be shared with the rest of the group.</p> <p>East Parade - GW replied that he was very pleased that all three Clinical Commissioning Groups had an unqualified audit. He is very satisfied too with the answers received back from Jane Hawcard Chief Finance Officer which are in the link below and that the Government may write off the historic debt.</p> <p>file:///C:/Users/jane.marchant/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/ZLRYV9L7/Final%20AGM%20Notes%2025%20Aug%202020%20vers%201.00.pdf</p> <p>Action: KK asked that the subject of the “historic debt” be kept on the action tracker for future meetings.</p>	JM
8	<p>Member Agenda Items – (eg: feedback from practice groups, sharing best practice, innovative ideas/ideas) If you would like to add anything to the agenda please contact Jane Marchant via email janemarchant@nhs.net</p> <p>Leeds Road – eConsultant Review</p> <p>MW shared some feedback on the eConsult software and advised that when he used eConsult he was unable to change the height and weight section from metric to imperial.</p> <p>CS advised that the templets should all be set up with the option of entering either metric or imperial. The software was had been rolled out quickly due to COVID</p> <p>Action: CS will look into it and report back.</p> <p>Springbank AW reported that he is a member of the Harrogate Council Climate Coalition and asked if NYCCG could give Climate Coalition a consideration moving forwards..</p> <p>Action: KK commented that it was a very good point to make and will get an update on the CCG’s sustainability plan.</p>	CS KK
9	<p>Updates from CCG (Information distributed with agenda prior to meeting)</p> <p>The group found these updates useful and would like them to continue.</p>	
10	<p>Any Other Business</p> <p>East Parade – GW reported that when he rang to make an appointment at the practice for a cardiovascular check up he was fourth in the queue and took him 40 minutes to get through.</p> <p>Dr Moss – FR informed the group that she had telephoned the practice before lockdown , was eleventh in the queue and it took her over 100 minutes to get</p>	CS

	<p>through.</p> <p>Nidderdale – CG reported that he also had had the same problem.</p> <p>KK asked CS to inform Practice Managers of this problem.</p> <p>CS responded that she will certainly feed it back to the Practice Managers.</p> <p>Action: CS to liaise with Practice Managers and update at December meeting</p> <p>BR asked how the AGM went for those who attended.</p> <p>NIDDERDALE – CG stated that he tried to send a message via chat</p> <p>East Parade – GW reported that he thought the AGM was useful but he did not think they work well via Zoom.</p> <p>Dr Moss - FR commented that it went well with no technical issues.</p> <p>BR wanted to raise the profile to the group of the “Loop” the virtual engagement network and encourage members to sign up and share with their colleagues, family and friends.</p>	CS
11	<p>Key Messages Taking Away</p> <p>Leeds Road – MW Feedback regarding the Flu Clinics</p> <p>Park Parade – GW Telephone Waiting at GP Practices for further investigation</p> <p>KK thanked everyone for a very enjoyable and interesting meeting.</p>	
<p>Date of future meetings</p> <ul style="list-style-type: none"> Tuesday 8 December 2020 <p>PLEASE NOTE ALL PATIENT REPRESENTATIVES ARE WELCOME TO ATTEND – please email janemarchant@nhs.net which GP Practice Group you represent</p> <p>Meetings will commence at 16.30hrs and close at 18.30pm unless otherwise stated. If you are in doubt if you are the nominated Patient Representative of your GP Practice, please check at your next GP Practice Group or discuss with the Practice Manager.</p>		
<p>Circulation of Minutes: Practice Managers Harrogate & Rural Patient Partner Network</p>		