

**SUMMARY OF ACTION NOTES**

North Yorkshire Clinical Commissioning Group  
 Harrogate and Rural Patient Partner Network

Wednesday 12 May 4.30 – 6.00pm  
 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

**Practices Representatives:**

Charles Gibson (CG) Nidderdale  
 Geoff Webber (GW) East Parade  
 Freda Roach (FR) Dr Moss & Partner  
 Malcolm Wailes (MW) Leeds Road  
 John Williams (JW) Eastgate  
 Arnold Warneken (AW) Springbank  
 Malcolm Bottomley (MB) Dr Moss & Partner  
 Kashmir Kaur (KKa) Park Parade  
 Colin Anderson (CA) East Parade  
 Roy Wilson (RW) Park Parade

**Practice apologies:**

Mel Clark (MC) Eastgate  
 Judith Clark (JC) Eastgate

Item	Lead
1	<p><b>Welcome and Apologies</b></p> <p>KK welcomed everybody to the meeting and thanked everyone for joining in the first Zoom Meeting. A total of 6 Practices were represented.</p> <p>KK is the Chair of the group. KK was appointed 1<sup>st</sup> April 2020 as a lay member for the NYCCG having previously been a lay member for Harrogate and Rural District Clinical Commissioning Group.</p> <p>BR introduced herself to the Group as the Engagement Manager for NYCCG and from 2014 to 2016 has previously provided engagement support to HaRD CCG. BR's focus is on engagement and ensuring the patient voice is heard through engagement. BR has established and worked closely with the Patient Partner Network group in Scarborough and Ryedale and looks forward to working with members of the group.</p>

<p><b>2</b></p>	<p><b>Agree Action Notes held on 3 March 2020</b></p> <p>The action notes were agreed as a true and accurate record of the meeting.</p> <p><b>Matters Arising</b></p> <p><b>Leeds Road</b> – MW stated that due to COVID 19 members from the Patient Participation Group had not yet been able to attend any meetings with the Heart of Harrogate Primary Care Network. Hopefully there will be opportunities when restrictions are lifted later in the year.</p>	
<p><b>3</b></p>	<p><b>Update on Engagement Model</b></p> <p>KK reported she had met with the Scarborough and Ryedale Patient Partner Network last week. NYCCG will continue to build meaningful engagement with the public, patients, carers and partners across North Yorkshire to influence the shaping of future services locally. The engagement model seeks to build upon the feedback received from patient members and extend good practice methods that already exist. We will continue to work closely with GP PPGs, forming three networks across North Yorkshire, to be renamed as Patient Partner Networks – this will involve introducing a network into Hambleton, Richmondshire and Whitby (HRW) locality as a priority.</p> <p>The three existing CCG virtual engagement networks will come together as one and will be known as “The Loop”. “The Loop” (which incorporates Hard Net) currently has nearly 250 members. All members actively encouraged to ask friends and colleagues to sign up and be part of the virtual network.</p> <p>If you are interested in signing up to “The Loop” please click on the link below:  <a href="https://www.northyorkshireccg.nhs.uk/home/get-involved/the-loop/">https://www.northyorkshireccg.nhs.uk/home/get-involved/the-loop/</a></p> <p><b>Springbank</b> - AW asked would the venue for a meeting with the three groups be in a central location and for how long.</p> <p>KK responded that there will be a meeting in September but at this stage we could not say if that would be face to face or virtual and the meeting would be a local group only. It would be the plan to have a central location when all groups meet as one in the future.</p>	
<p><b>4</b></p>	<p><b>Feedback on Technology</b></p> <p>Feedback from the group regarding the use of technology via Zoom for the meeting today was very positive and the group would like to use this package again. BJR stated that moving forwards NYCCG had moved to use Microsoft Teams, however for these groups we were able to continue to use Zoom knowing that members had already had experience of the technology.</p> <p>KK stated that she was very pleased that the group had embraced using Zoom for their first virtual meeting.</p>	

5	<p><b>Remote Consultations</b></p> <p><b>Nidderdale</b> – CG had a consultation last week which was not satisfactory as the Consultant could not hear what CG was saying.</p> <p><b>Park Parade</b> – RW stated that he had contacted his Practice to see how technology was being used. The response from the Practice was that generally it has been very good but still felt face to face meetings with the patient and Doctor were better.</p> <p><b>Leeds Road</b> – MW reported that the broadband signal can be very poor and not always a reliable connection for people living in the country which can be very frustrating.</p> <p>BJR stated that Zoom, does allow you to telephone into meetings at a local rate if the video connection is poor, which is an option for people to consider.</p> <p><b>East Parade</b> – CA advised that a friend had a telephone consultation with a Doctor which went very well.</p> <p>KK advised that she has had two hospital appointments by telephone consultation which had gone very well and felt had been very thorough and had already received a copy of the GP letter. KK stated that she felt telecommunication can be just as valuable as face to face.</p> <p>AD commented that the use of video, telephone consultations is working very well in the area and certainly has helped during the crisis, although it doesn't suit every patient or condition. GPs have embraced the use of technology really well.</p> <p>KK felt that the members of the group have had a positive response on accessing primary and hospital services via video or telephone conference and thanked them for sharing their feedback.</p>	
6	<p><b>Member Agenda Items</b> – (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 <a href="mailto:janemarchant@nhs.net">janemarchant@nhs.net</a></p> <p><b>Leeds Road</b> – MW reported that the PPG meeting was via Zoom.</p> <p><b>Springbank</b> – AW stated that there had been a meeting via Zoom at the Practice. Currently the Practice has 42 volunteers who are distributing food parcels for people who are in isolation. Morrisons Supermarket is providing the food and also has received vouchers from North Yorkshire County Council which have been distributed out. AW has observed a lack of training for the volunteers but is hoping that will get better and is now looking for more volunteers</p> <p><b>East Parade</b> - CA reported that during this pandemic he felt that access to GPs was limited but the GP Practice had been very welcoming to his friend's enquiry. KK stated that while life is very different at the moment, it is important that people realised the NHS is very much open for business and hospitals and GP Practices will start to move into a recovery phase, which will see a start to elective surgery and Out</p>	

	<p>Patients Appointments.</p> <p><b>Park Parade</b> – KKa reported that there were no meetings at all during the pandemic at the Practice – these would commence again once the situation allowed. KKa will suggest to the Practice that they could continue via Zoom.</p> <p><b>Nidderdale</b> – CG reported that he had received an email regarding Dacre Banks saying that Dentistry will be available on the top floor at Dacre Bank Surgery which will help to keep it open.</p> <p>AD responded that he had not received any updates regarding Dacre Banks. CG said that he would forward the email onto AD.</p> <p><b>Dr Moss &amp; Partner</b> - MB stated that there have been no meetings but he will suggest to the Practice that when they resume they could be done via Zoom.</p>	
7	<p><b>Updates from CCG</b> (Information distributed with agenda prior to meeting)</p> <p><b>Leeds Road</b> - MW asked how letters regarding COVID 19 that come direct from the GP Practices were being distributed to the rest of North Yorkshire CCG.</p> <p>AD responded that any correspondence sent out will be found on the GP Practices web sites and will have been circulated out via the media and published on as many channels as possible.</p> <p><b>Nidderdale</b> - CG stated that he has not received any letters.</p> <p>BJR responded that Patient Partners should have received media release. Any further information will be emailed out to Patient Partners across North Yorkshire CCG.</p> <p>AD stated that both nationally and locally the country is now moving into recovery mode. Hospitals will be opened up gradually for outpatients’ appointments and elective surgery but it will be a slow process. Activity levels will be down for some time and inevitably waiting lists will grow. Patients will be managed clinically. COVID 19 will be here for some time.</p> <p><b>East Parade</b> - CA stated that before the UK was in lock down other Countries were giving out their recovery rates. The UK is not doing this and consequently there are no positive stories regarding recovery.</p> <p><b>Nidderdale</b> - CG would like to thank Harrogate Scrubbers for making a thousand scrubs and sending them to Harrogate Hospital. The group is now making another thousand to send to the hospital.</p> <p>KK agreed what great people they were to do this and how much support there was from the local population for their hospital.</p>	
8	<p><b>Any Other Business</b></p> <p><b>East Parade</b> - GW reported that looking at the finances of NYCCG the Government</p>	

<p>have paid the debt off for the hospitals but as yet not for CCGs. Is it possible to have a long term financial briefing from the Finance Team as to how NYCCG is going to reduce the outstanding debt of eighteen million pounds.</p> <p>AD responded that all hospital provider debts have been levelled out but not for the CCGs and he felt it reasonable to invite someone to a future meeting from the Finance Team to come and talk to the Patient Partners about this.</p> <p><b>Action: AD will ask someone in Finance to come to the next Meeting in September.</b></p> <p><b>Park Parade</b> – RW reported that during the pandemic he thinks there is general confusion on the different roles between the NHS and Public Health and would like clarification.</p> <p>BJR advised going forward it would be good to gather feedback from members on suggested future topics to be discussed in the meetings.</p> <p><b>East Parade</b> - CA asked if the timing of the meeting could be moved to during the day as normally he cannot attend late afternoon or early evening meetings.</p> <p>BJR suggested that a survey is done with the group to see what time would be best.</p> <p>BR stated that the next meeting would be Tuesday 8 September 2020. A group discussion followed and it was agreed due to the current lock down situation to stay with locality meetings for the time being. The group agreed that the meeting on 8 September would if possible be face to face but if not then via Zoom and dialling in would also be available to members.</p> <p><b>Nidderdale</b> – CG requested if the meeting could be recorded. It was agreed to record the meeting, however an error did occur which unfortunately resulted in the meeting not been recorded, apologies for the error.      As the meetings do have accurate minutes taken, please note future meetings will not be recorded.</p> <p>KK thanked everyone for a very enjoyable and interesting meeting.</p>	<p><b>AD</b></p>
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**Date of future meetings**

- Tuesday 8 September 2020
- Tuesday 8 December 2020

**PLEASE NOTE ALL PATIENT REPRESENTATIVES ARE WELCOME TO ATTEND – please email [janemarchant@nhs.net](mailto:janemarchant@nhs.net) which GP Practice Group you represent**

**All meetings to take place at Harrogate Golf Club, Forest Lane Head, Harrogate HG2 7TF. Meetings will commence at 16.30hrs and close at 18.30pm unless otherwise stated. Nominated Practice Members are welcome to arrive from 16.00 to meet with other members and CCG staff. 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.**

Circulation of Minutes:  
Practice Managers  
HaRD Members

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