

SUMMARY OF ACTION NOTES

North Yorkshire Clinical Commissioning Group
 Scarborough & Ryedale Patient Partner Network

Wednesday 6 May 2020, 6pm – 7.30pm
 Video Conference: Zoom

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

Present:

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

In attendance:

Andrew Dangerfield (AD) Head of Primary Care Transformation NYCCG

Practices Representatives:

Amanda Thompson (AT) Ampleforth
 Jenny Moreton (JM) Ampleforth
 Keith Taylor (KT) Brook Square
 Bernard Gospel (BG) Hackness
 Jennifer Gospel (JG) Hackness
 Craig Powell (CP) West Ayton
 Sheila Miller (SM) Derwent
 Jeanette Anness (JA) Derwent
 Rob Rose (RR) Filey Surgery
 Frances Turner (FT) Hunmanby
 Eric Kaye (EK) SMG
 Steve Parsons (SP) SMG
 Colin Goodman (CG) Sherburn
 Sue Petyt (SPe) West Ayton
 Nick Harvey (NH) Hunmanby

Practice Apologies:

Linda Kemp (LK) Eastfield
 Nick Kemp (NK) Eastfield
 Ruth Fairchild (RF) Central

Item	Lead
<p>1</p> <p>Welcome and Apologies</p> <p>BR thanked everyone for joining in the first Zoom Meeting. A total of 9 Practices were represented.</p> <p>BR also introduced Kate Kennady the new Chair of the group. KK was appointed 1 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>2</p>	<p>Agree Action Notes Meeting Held on 26 February 2020</p> <p>The action notes were agreed as a true and accurate record of the meeting.</p> <p>Matters Arising</p> <p>Ampleforth - JM informed the group that the talk by Dr David Yates, from York Teaching Hospital NHS Foundation Trust, “Preparing for major surgery” 11 March 2020 at Ampleforth Village Hall was very good indeed and well received.</p> <p>Derwent – JA informed the group that due to the current situation a meeting on Social Prescribing had had to be postponed.</p> <p>Hunmanby – FT queried if in fact “Social Prescribing” had commenced in Scarborough and Ryedale in April 2020.</p> <p>AD stated that he thought it had commenced.</p> <p>Action: Update from Jenny Loggie Senior Service Development Manager for Primary Care Networks stated that the social prescribing service is now fully up and running across Scarborough and Ryedale. The team has adapted slightly to meet the needs of COVID-19 – but actively connected to supporting patients. Some support is being offered to the shielding patients. All shielded patients are being encouraged to link in with North Yorkshire County Council for any support needs they may have. Feedback from the Practice Managers is that Social Prescribers are currently very busy and the service is managing well.</p>	
<p>3</p>	<p>Update on Engagement Model</p> <p>KK reported that 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” currently has nearly 250 members. All members actively encouraged to ask friends and colleagues to sign 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: https://www.northyorkshireccg.nhs.uk/home/get-involved/the-loop/</p> <p>Hunmanby – FT advised that she was new to the area and chair of her group but that “The Loop” had not been mentioned to her at the Surgery. BJR advised that the Loop originated in Scarborough and Ryedale and was a virtual engagement tool used to keep everyone updated and involved. Both CG and SP stated that they had</p>	

	<p>registered with The Loop but had received no information back.</p> <p>Action: BJR to circulate the link for The Loop to everyone.</p>	BJR
4	<p>Feedback on Technology</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 Microsoft Teams and that Zoom is only to be used until the end of May 2020.</p> <p>Derwent – JA stated that she felt that face to face meetings were much better.</p> <p>West Ayton – SPe suggested that was it best to use technology during the winter months and have face to face during the summer months.</p> <p>KK stated that she was very pleased that the group had embraced using Zoom for their first virtual meeting.</p>	
5	<p>Remote Consultations</p> <p>Brook Square - KT reported that the practice had been very helpful – he had to email the surgery and he received a very positive email back. The practice is meeting patients at the door and all patients now have a nominated pharmacy, so patients do not have to go to the practice for prescriptions, all very well thought through processes. Feedback from the practice has said how good the patients have been in dealing with the situation.</p> <p>Sherburn - CG stated that he thought the standard varied from practice to practice. Had a call with a nurse practitioner and felt he required more technical help and would have preferred a more senior practitioner.</p> <p>West Ayton – SP reported on-line consultation with this GP practice worked well.</p> <p>Derwent - JA reported, GP practice very well organised as was the emergency department at York Hospital. Initially received mixed messages regarding access to Community Physiotherapy, but a member of the team plan to do home visit.</p> <p>SMG – EK – reported having had a very good on-line consultation with this GP practice.</p> <p>Ampleforth – JM – attended eye clinic in York Hospital, people sitting 2 metres away.</p> <p>AD commented that the use of video, telephone consultations is working very well and certainly has helped during the crisis, although it does n’o suit every patient or condition. GPs have embraced the use of technology really well.</p>	

	<p>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 Patients appointments.</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> <p>Members shared their experience as a patient in the “shielded category”. BG advised that help was available if required. JA advised that her husband had received a food parcel which they donated to the food bank, in the main a very positive experience.</p>	
<p>6</p>	<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 Bridget Read: bridgetread@nhs.net</p> <p>Ampleforth – JM reported that an extension has been put on the surgery which has improved the facilities. Patients can isolate very easily and are well separated from the rest of the public. Hovingham still has a problem, due to the size of the practice and separation from the rest of the public is impossible.</p> <p>Sherburn - CG reported that he had heard that all the debts for the three CCGs had been paid off by the Chancellor of Exchequer. He also stated that he had not seen the Management Consultants report on Scarborough and was it available.</p> <p>BJR reported that the McKenzie report on the Scarborough Acute Review done by the Management Consultants had already been shared and distributed but happy to email the link out again.</p> <p>Action: KK asked BJR to share the link with everyone again.</p> <p>Brook Square – KT stated that he had also heard that the debts for NY CCG had been written off as well and as this correct.</p> <p>AD responded that all hospital provider debts have been levelled out. He was not aware of any CCG debts having been paid off.</p>	<p>BJR</p>
<p>7</p>	<p>Updates from CCG (Information distributed with agenda prior to meeting)</p> <p>Ampleforth - JM stated that the update on the NYCCG Patient Partner Network circulated to the group prior to this meeting was very informative and helpful.</p> <p>Brook Square – KT asked in order for Scarborough Hospital to get back up to full capacity will COVID-19 patients currently remain there or be moved to another hospital.</p> <p>AD responded that all hospitals are working towards this and may well use different sites for COVID-19 patients. This would release more capacity into the system for</p>	

	normal services to be resumed for the public.	
8	<p>Any Other Business</p> <p>BR stated that the next meeting would be 7 October 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 7 October, would if possible be face to face but if not then via Zoom and dialling in would also be available to members.</p> <p>CG asked if there were any speakers organised for October meeting.</p> <p>BJR advised that it was down to the group to choose any hot topics</p> <p>JM asked if the group could have an update on elective surgery.</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"> • Wednesday 7 October 2020 • Tuesday 15 December 2020 <p>PLEASE NOTE ALL PATIENT REPRESENTATIVES ARE WELCOME TO ATTEND – please email bridgetread@nhs.net advising which GP Practice Group you represent</p> <p>All meetings will commence at 18:00hrs and close at 20:00hrs, 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>	