

QUAKERS LANE SURGERY
MINUTES OF THE PPG MEETING HELD ON
THURSDAY 24th JANUARY 2019

Present: Maureen Bursell, Robin Bursell, Andrew Challis, Margaret Clayson, Aileen Monkhouse, Margaret Coombs Tate, Eithne Longstaff, Jill Woodcock and Tim Mawer

Apologies: Susan Price and Craig Smith

Minutes of the last meeting held on 06.09.18	The minutes of the last meeting were accepted as a true record.	
Matters Arising	It was noted that Elizabeth Kipling-Vasey had resigned from the group as she has been unable to attend a number of the meetings due to various reasons.	
Summary of QLS Current Position	<p>TM gave feedback on the following:</p> <ul style="list-style-type: none"> • Dr Barrett departed QLS on 30.11.18 and is now working at The Friarage Hospital • Dr Dickinson will be commencing at QLS on 20.02.19 as a Salaried GP working Wednesdays & Thursdays • SystemOne – Progress continues as staff are becoming more familiar with the system • QOF - Drs aware that there will be a little bit of a dip this year due to the change in computer system from EMIS Web to SystemOne • Collaboration with Aldbrough St John Surgery and Scorton Surgery continues to make good progress • Frailty - Leyburn and the Harewood Practices are also interested in becoming more involved in collaborative working in this area • Estates issues are still ongoing with the CCG / Octopus / QLS Surgery / Friary Surgery • A card reader has been purchased for the Dispensary which will allow patients to pay by credit/debit card for their medication • Wiggly Amps Patient Touch Screen has now been installed in the waiting room for patient use. 	

Practice Leaflet	<p>It was noted that the practice leaflet does not notify patients that the leaflet can be produced in an alternative language if the patient cannot read English.</p> <p>There should also be a statement at the end of the leaflet advising patients that for further information on the practice, patients can refer to the QLS Website.</p> <p>Action: JW to forward the Practice Leaflet to the group by email for any further comments.</p>	JW
Digital Appointments (MB)	<p>A recent article in The Telegraph advised that smartphone consultations will replace most hospital and GP appointments under plans to make the NHS a “digital first” operation.</p> <p>The new plan states that within 5 years, up to 30 million hospital appointments (one in three) should be scrapped, with patients instead having Skype consultations or being monitored via smartphone, and within a decade, digital consultations are expected to become the default option for patients, relieving pressures on hospitals and GP surgeries.</p> <p>Refer to the article: https://www.telegraph.co.uk/news/2019/01/07/nhs-plan-smartphone...</p> <p>TM felt that this was something that was a long way off and could not see it happening here at QLS in the near future.</p>	
Dementia	<p>QLS Dementia Lead – Dr J Moon CCG Lead – Gemma Umpleby</p> <p>QLS are preparing a Carers Resource file for the waiting room and JW asked the group if anyone had any suggestions in relation to content for inclusion in the file. AM advised that she would be able to supply some information for the file.</p>	AM
Surgery Newsletter Spring/Summer	<p>Items for inclusion in the Spring/Summer newsletter include:</p> <ul style="list-style-type: none"> • Dr Dickinson • Summer Reminder on the importance of: Sun Tan Lotion, Anti Histamines, Nasal Steroid Sprays, Insect Repellent • App Review by Dr Mawer • Mental Health Article 	

	<ul style="list-style-type: none"> • Active Signposting • You Said / We Did <p>JW to circulate to the group by end of February. Newsletter to be ready for April.</p>	JW
Action Plan	<p>It was agreed that:</p> <ul style="list-style-type: none"> • TM would get in touch with his contact at Richmond School to see if the patients belonging to QLS could complete a Poll Daddy survey x 2 pr yr for QLS. • MB to prepare the 2019 QLS patient survey. JW to forward a copy of the old survey to the group. MB requested that the group email any new questions direct to her. • MCT and MC to carry out the patient survey in the waiting room – date to be confirmed • RB to process the results <p>The survey can also be uploaded onto the website.</p> <p>Action Plan updated.</p>	<p>TM</p> <p>MB JW</p> <p>MCT / MC</p> <p>RB</p>
Any Other Business		
Brexit	<p>AM queried medication supplies in the run up / uncertainty of Brexit. TM advised that we would do our best with the supplies that we have available to us. Chemists can substitute meds rather than passing back to the GP for another script.</p> <p>Brexit was discussed and it was felt that for the time being we would not issue any statement as this may cause panic for some patients.</p> <p>TM confirmed that early scripts would be considered.</p>	
E-Consultations	<p>AC queried to see if QLS would be offering E-consultations.</p> <p>TM advised that after a trial at QLS, E-consultations had been found not to be cost effective, costing approximately £2,000 p.a. for only a handful of consultations. A further trial may be considered in the</p>	

<p>New Chair Person</p>	<p>future if circumstances re E-consultation usage changed.</p> <p>E-consultations cannot replace face-to-face consultations for complex issues. In a face-to-face situation GPs can pick up visual clues and can get to the bottom of things when a patient is actually in the consultation room.</p> <p>Aileen Monkhouse kindly agreed to be the new Chair Person.</p>	
<p>Date and time of next meeting</p>	<p>Thursday 27th June 2019 @ 6.30pm</p>	