

Minutes of the Meeting of the Spilsby Surgery Patient Participation Group Annual General Meeting held on Wednesday 21 October 2015 at 19.00 at Spilsby Surgery

Present: Dorothy Dobson (Chair), Christina Holmes (Vice Chair and Acting Secretary for this Meeting), Stephanie Wroe, Julie Rajput, Jason Longstaff (Practice Manager), Jeanie Bee (Practice Partner), Dr. Noel O'Kelly (Senior Partner) and three patients/ members of the public

1. Welcome and Introductions

Dorothy welcomed committee members, surgery staff and patients to the Annual General Meeting of the Spilsby Surgery Patient Participation Group (PPG).

2. Apologies: Jeanette Amaral, Sian Lovett, Susan Sheldon, Enid Bailey, Ken Wroe (all PPG Members), Dr. J Howarth, Dr. S Savory, Dr. K Sharrock (Practice GPs), Jane Parker and Margaret Saunders (patients/members of the public)

3. The **Minutes** of the AGM meeting held on 15 October 2014 were approved.

4. Secretary's Report:

The following Report was read out by the Chair

At its meeting in November 2014 Dorothy Dobson was re-elected as Chair, Christina Holmes as Vice Chair and Jeanette Amaral as Secretary. Suzie Sheldon joined the PPG as a new committee member.

This year the PPG reduced the frequency of its meetings but continues to meet on the 2nd Wednesday of those months. Jason Longstaff, Surgery Practice Manager, attends all meetings and gives us an update on surgery matters. Dorothy Dobson is also Chair of the PPG Chairs group and as such, attends the monthly East Coast Locality meetings with various local clinicians. Christina Holmes continues to attend the ULHT Trustees Members meetings, at which she is able to get information and answers to any issues or questions raised at our PPG meetings.

The PPG engaged with patients at the flu clinic held by the Surgery at the Franklin Hall in October; including handing out letters in respect of the "Good Neighbours Scheme" which the Surgery is supporting, together with other Community Organisations, led by Community Lincs. The PPG will be present at the next flu clinic in November.

We have sent out newsletters to patients via the Surgery and these have also been put through local parish facilities like The Grapevine. Through the Surgery website we have been able to communicate electronically by email with the virtual members and we hope to do more of this in the coming year.

There has been ongoing communication with the Town Council around the state of the unadopted road between the car park and the surgery, however, despite trying, the matter remains unresolved. The PPG is disappointed that the Town Council does not engage with the Surgery and hopes that this will change soon, particularly now that plans to build 500 homes in Spilsby are under consultation. Our Chair has been trying to facilitate a meeting between ELDC planners and the CCG to sit round the table and look at the impact of this housing proposal on local services and in particular the impact on health provision for Surgery patients.

This year the Surgery has seen extensive modernisation which benefits all patients and the Committee has thanked the Surgery staff for their excellent service to patients throughout this disruption.

Some of the other discussions focussed on during the year have been around the mobile chemotherapy bus based at Lincoln County Hospital and enquiries with ULHT about when we can expect this to be available to patients in our rural area; also Pilgrim Hospital, Skegness Hospital and Breast Screening appointment letters being received too late for patients to attend appointments. Both these issues have been taken up by our Vice Chair at the ULHT Trustees meeting.

5. Chair's Remarks

The Chair reiterated the efforts that have been, and are continuing to be made, to improve the "access road" to the Surgery. At the Chairs' Meeting she spoke with Brenda Clayton regarding 106 monies and the proposed Building development for Spilsby, which included the proposed offer to the Practice of three acres of land only as part of the scheme. Costs involved with building a new Practice/clinic on the proposed land would involve continuous dialogue with NHS England and then there was the question of staffing. The Surgery was a Training Practice which "enhances Clinician numbers" but recruitment of GPs is an ongoing problem on this East Coast Strip.

The Chair thanked all the Staff at the Surgery and in particular the "front of house staff" during the alteration building work. She thanked Jason Longstaff for attending

the PPG Meetings and commented on the teamwork between the PPG and the Practice Staff, We were fortunate to have a “stable Clinician team.”

The Chair thanked the Secretary for always being willing to take on PPG and Practice work and also thanked all the PPG Members. She reiterated that the PPG was not a forum for medical complaints. She thanked all the Practice Team.

6. Committee Nominations

The following nominations had been received for Committee membership which were all accepted:

Dorothy Dobson

Christina Holmes

Jeanette Amaral

Maureen Jarvis

Margaret Saunders

Questions from Patients

An observation was made about the lack of public presence.

There were various questions raised by patients and answered by the committee and/or the Surgery Clinicians, covering appointments, duty doctor, and using the Newsletter to highlight the Triage System again.

7. {Item 4 on the original Agenda but moved to accommodate Dr. N O’Kelly completing his Surgery appointments}

Senior Partner Remarks

Dr O’Kelly thanked everyone for coming and said that it was important to get feedback from patients on the work which was being done.

Dr. O’Kelly explained the wider roles that the GPs had; including Dr. Howarth and commissioning, Dr. Savory and Dr. Sharrock education and training (registrars and medical students) and himself, Medical Director at Leicestershire community services. These portfolios added diversity of services and income to the Practice.

He covered funding, workforce, proposed national 7 day opening, telephone triage, training of medical students and GP Registrars (feedback from patients was good), future housing development and the impact on the service infrastructure and the intention to become more engaged with the Building Developer and NHS England. He

commented that there was more GP stability in the Practice than three years ago. He also commented on the recent improvements completed to enhance the Surgery Building for both patients and staff.

He reflected on the value of the PPG and the Committee being a “porthole for feedback” and a “critical friend.”

He answered public questions on DNAs (persistent DNAs were written to by the Practice Manager), and thanked the public for their feedback on the successful in house physiotherapy clinics and the delivery prescription service. He also commented on the efforts the Surgery was making to combat social isolation and the involvement in Good Neighbours Scheme, Carers Partnership, Dementia and Dementia Friends.

Public Members drew attention to U3A Meetings in Spilsby and perhaps an opportunity for Practice staff (Jason Longstaff) to attend and speak.

The meeting closed at 20:30