

Minutes of the Meeting of the Spilsby Surgery Patient Participation Group

Wednesday 11 March 2015 at 7 pm

The Grange, Ashby by Partney

Present: Dorothy Dobson (Chair), Jeanette Amaral, Stephanie Wroe, Julie Rajput, Jason Longstaff, Christina Holmes

1. Apologies

Ken Wroe, Enid Bailey

2. The **minutes** of the previous meeting were agreed and signed.

3. Matters Arising

Patient Newsletter

This was still to do. **Action: Jeanette and Jason**

4. Self Check In

Chris asked if this was going to be operational following the Surgery renovations. Jason said that his IT technician was sourcing appropriate hardware at the moment (it had broken prior to renovation) and it would be put up in the reception area next to the notice board within the next month. The hand gel would also be put up in this area too.

In terms of the waiting area Jason said that the layout of the chairs had been moved around following patient comments.

5. NRS National Care

Chris mentioned that this service provided disability equipment, mobility aids and rehab supplies, such as disability aids and mobility products to help people get back on their feet after an operation, or to make getting around in their home easier. She had recently arranged collection for some equipment from a family member but unfortunately they went to the house next door and without showing any ID or checking that they had the right name or cross referencing equipment numbers, proceeded to take away from this property some equipment, which by chance was no longer needed, following a family bereavement. Chris had called the service and had raised this as a safeguarding issue and had been told that this would be covered in a re-training exercise. However, it was felt that it was important to raise this with the NHS area which contracted this service for its patients. Jason said he would try and find out who held and monitored the contract. **Action Jason**

6. Surgery Update

Jason reported as follows:

- The surgery building works were complete, apart from a snagging list
- There would be a bench seat in the foyer area where the brick plant pot used to be
- He was finalising the annual report about the PPG and its activities over the year. He would send it out to members for any further comment **Action Jason**
- He hoped that the committee would continue in its efforts to raise patient awareness of the triage system and he and Jeanette would work on this in the next PPG newsletter to patients. He mentioned that there was work being done on a new App for this purpose (where to direct yourself according to your illness) although it was acknowledged that in our area a large majority of elderly patients would not be using this type of modern technology
- A new surgery booklet was almost completed which would be available in the reception area soon
- Dr Kuttapan would remain at the Surgery as a registrar until September 2016
- Dr Chong, trainee registrar, was leaving on 30 March. Dr Chong would not be replaced at present as there was a lack of trainees coming through the Deanery
- It was agreed that the next meeting would be held at the Surgery so the committee could see the renovation works which had been done and how these were now benefitting patients

Chris raised concerns about the 8 week delay between blood tests and diabetes review. Jason acknowledged this but with only 2 practice nurses who also undertook the COPD and asthma reviews and no further clinical rooms, this was currently the waiting time. Chris had raised this in connection with a diabetes patient whose blood sugar levels had 'spiked' but who then had to wait some time for an appointment for review. Following discussion it was agreed that this was probably an issue where communication had been 'lost in translation' between all personnel concerned. It was asked whether there was any room at the Grace Swan clinic for this clinic. Jason said that there was not. He had been approached by Health Visitors to use clinic space one day a week as there was no availability at the Grace Swan.

There was some discussion about the chemotherapy bus which ULHT said was being used in Lincolnshire but no-one had seen any evidence of this. It was agreed that we would try and find out who this bus belonged to and who monitored its use. This would be an excellent facility for those cancer patients who were able to use it and then the need to travel the long distances to Lincoln County Hospital for instance for treatment, could be avoided. **Action All**

7. Consortium Update

Dorothy reported back from the Locality meeting she and Jason had attended today:

- Still waiting for DNA report from Simon Hopkinson despite a reminder from Dr Jago
- Evaluation report tabled of the Connection Communities project in Winthorpe and Wainfleet between 2012-2014. The Connecting Communities (C2) programme was all about listening to residents and joining together to tackle local priorities helping local communities to take control of local issues and building a strong sense of community spirit.
- Walk in Minor injuries unit at Skegness Hospital. Nurse Practitioner overnight with the primary objective of taking the stress off the A&E departments at acute hospitals. Dorothy had mentioned that she had asked that this facility be

publicised wider than Skegness and in those areas surrounding Skegness which could use it. Good reviews heard from patients about this service.

8. Any Other Business

Patient Council

Dorothy reported that she had been invited to attend a new forum set up by the CCG called The Patient Council which was held at the Golf Hotel in Woodhall Spa to challenge CCG policy where representatives from patient groups, carers groups, Healthwatch etc. had attended. This would be a quarterly initiative. Jason said that a Board had already been set up from the meeting. Committee members were concerned that there had been no communication around this and no open invitations to members to attend.

Letter to Town Council

Following our recent letter to the Town Council around the unadopted road between the Surgery and the car park, Dorothy had received two calls from Councillors Lenton and Odling both saying that the reasons we had stated we had invited the town mayor and clerk to discuss the state of the road with them, was not the reason that was put to them at their meeting in July. It had been suggested by Dorothy that Jason should be invited to a Town Council meeting to initiate some engagement with the local GP practice.

Potential Local Housing Development: Spilsby Standard 4-10 March

Members were concerned around the front page article in the Spilsby Standard of 4-10 March '500 new homes for farmland?' where plans for up to 500 new homes in Spilsby fields near Ashby Meadows had been discussed between Bourne based Larkfleet Homes and the town councillors. The committee had recently sent a response to the ELDC during a consultation around its 5 year housing plan for the area. As the coastal strip was no longer designated an area for housing development because of the flood risk, the ELDC had earmarked 5 towns within East Lindsey to develop as major market towns, Spilsby being one of them. The Committee had written to the ELDC as a response to the consultation saying that, amongst other things, current services including healthcare, could not sustain an increase in housing at the proposed levels. There was also concern around the statement made by the Major in the article which stated that 'there could be a long wait to get GP appointments' and on what basis he had made that statement as the town council had no engagement with the town's GP practice and would therefore be unaware of practice waiting times and the surgery's triage system where patients can be seen urgently if there is a clinical need. It was agreed that a letter be sent to the Town Council outlining the committee's views on the proposed housing development enclosing a copy of its response to the ELDC consultation.