

**Minutes of the Meeting of the Spilsby Patient Participation Group  
Wednesday 8 November 2017  
At The Surgery, Spilsby**

Present: Dorothy Dobson (Chair) (DD)  
Jason Longstaff (JL)  
Chris Holmes (CH)  
John Mercer (JM)  
Pam Lancaster (PL)  
Gillian Clarke (GC)  
Fran Rose (FR)  
Bill Rose (BR)

**Minutes taken by CH in absence of MJ**

**1. Apologies:** Maureen Jarvis (MJ) and Julie Rajput (JR)

**2. Minutes of Previous Meeting**

The previous Minutes were approved and signed.

**3. Matters Arising from the Minutes**

It was suggested that a Glossary of Abbreviations was needed and agreed that MJ and JL meet at a convenient time to complete and then circulate to all PPG Committee Members. (Action JL and MJ)

Flu clinic was confirmed for 25 November 2017

**4. Nominations for Chair, Vice Chair and Secretary**

Chair – Dorothy Dobson (Proposed by BR; Seconded by CH)  
Vice Chair – Christina Holmes (Proposed by DD; Seconded by GC)  
Secretary – Maureen Jarvis (Proposed by CH; Seconded by DD)

DD formally welcomed the new Committee Members and gave a resume of the PPG aims.

**5. General Practice Forward View**

JL explained and gave a current overview for new members about the GP Forward View – aims and future timetable. JL expressed how important Patient

Voice was to inform current NHS legislation and in particular communicating and engaging in local consultations to ensure decisions met the local patient needs.

DD referred to impact of the PPG since inception

## **6. Update re Parkinson's Nurse**

JL confirmed appointment of a permanent Parkinson's Nurse, based in Louth. Question about transport and JL confirmed that transport could be arranged if a set criteria was met by the requesting patient.

## **7. Update from ULHT**

As reported at the September 2017 Meeting, the current Trust Chair had resigned, but the original recruitment process was delayed and had now been rescheduled for November 2017.

## **8. Feedback from the Annual Public Meeting of Lincs. East CCG – 28 September 2017**

CH had attended this Meeting and reported back on agenda of the Meeting and in particular the discussion in the GP Forward View workshop reference Primary Care Hub locations – when it was stated that initial "proposed" locations were Boston, Louth, Skegness and Horncastle.

(Action JL and DD to ascertain latest "discussion proposals" at next PPG Chair's and CCG Meetings.)

## **9. Feedback from AGM held on 11 October 2017**

GC welcomed the presence of the GPs at this Meeting.

It was noted that there was an increase in the number of patients attending and availability of appointments, the impact of DNAs and how to address this issue was an ongoing concern by those in attendance.

## **10. Feedback from CCG Patient Council Meeting on 5 October 2017. Any matters to be raised at CCG Patient Council Meeting on 29 November 2017.**

CH had attended this Meeting and fed back on the three issues she had taken to the Meeting on behalf of the PPG (DNAs, NAPP and status of Parkinson Nurse – see item 6 for latest update)

CH also reported on the discussion re the availability and use of AliveCor device, the CCG contract with Spec Savers re hearing tests for patients aged over 50

and with age related hearing loss, the availability of hearing aid batteries, Lincolnshire Local Medical Committee, PPG Chair Locality Meetings and future status of Patient Council Meetings.

JL reported that hearing aid batteries and "tubes" were available from the Surgery, courtesy of an arrangement with Skegness Spec Savers, and **JL would like any patients who are having difficulty with hearing appointments at Spec Savers or with ULHT appointments to contact him.**

(Action: DD to raise hearing contract at PPG Chair's Meeting on 12 December 2017)

JL also explained that surgeries are not contracted or paid to provide aural washout of ears (ULHT are) but this service is still provided for patients at Spilsby Surgery. The East CCG are looking to contract a service for this matter.

At the next LECCG Patient Council Meeting on 29 November 2017 CH will raise the following matters: (Action: CH)

ECCG Contract re Hearing

Proposed Primary Care Hub locations

DNAs

Acknowledgment and congratulations on decision to appoint a permanent Parkinson's Nurse

#### **11. Feedback from first Flu Clinic (7 October 2017) and arrangements for second Flu Clinic (25 November 2017)**

CH confirmed her attendance to "man" the PPG table from 09:30 and JL confirmed the PPG Board and leaflets/booklets would be transported by him to the Franklin Hall.

DD – congratulated and thanked all staff for the professional and efficient way the first clinic had run on 7 October 2017.

#### **12. Surgery Update inc. DNA Figures for September and October 2017 (Do PPG wish this to continue to be reported in Grapevine etc.?) and Christmas Opening/Closure times**

JL reported – Dr Von Shuro (ST2) had gone on Maternity Leave at the end of October 2017.

Two new Registrars (ST2) – Dr Yemisi Ojo and Dr Mayowa Oluwatosin are joining the Practice in December 2017 for 4 months.

Dr Powell and Dr Simpson (ST3 Registrars, both female) return in August 2018 for a full year.

A Dispenser (replacement) and a Dispenser Assistant (new post) to be appointed.

Team of 6 Receptionists – all part time – now in post

**DNAs in September 2017** = 129 appointments; 120 patients including 9 patients who had 2 DNAs

**DNAs in October 2017** = 157 appointments; 147 patients including 7 patients who had 2 DNAs and 2 patients who had 3 DNAs

(CH had sent a report for inclusion in Church Grapevine Magazine)

It was proposed and agreed that Grapevine report should continue. (Action CH)

JL distributed the November 2017 Newsletter and it was agreed that copies be taken to the library (Action MJ) and (Action BR) offered to take copies to Saint James's Church and New Life Centre and gain permission for circulation.

(Action GC) offered to find out about 3 Parishes Village Voice and if possible to report DNAs in there.

Christmas closure times – 24, 25, 26, 27 December 2017

New Year closure times - 30, 31 December 2017 and 1 January 2018

There will be appointments for 2 Clinicians available on 6 January 2018

### **13. Consortium Update**

**It was pointed out that this regular Agenda item needs to be changed to CCG and PPG Chairs Meetings update (Action MJ)**

There had been no meetings to report on since previous Minutes.

CCG Meeting for 8 November 2017 had been cancelled and PPG Chairs meet bi- monthly; next Meeting 12 December 2017.

## **14. Any Other Business**

Query re use of mobile phones whilst in Surgery waiting room and (Action JL) agreed that poster, website and TV screen be used to request that all mobiles be switched off or put on silent whilst in waiting area.

(Action GC) Following item 10 it was agreed that GC would speak with audiology at Pilgrim Hospital, requesting information and availability/arrangement for hearing aid batteries for patients with complex hearing needs and not under Spec Savers Contract, to be located at Spilsby Surgery.

Patient Record, request through Online Management; option and record currently no longer available. JL explained Systmonline had recently had an upgrade and there was a concern re information which would be available following upgrade and he was awaiting clarification from Clinicians before allowing this option to be "returned."

Minutes of PPG Meetings on PPG area of Surgery website; currently only May 2016 available. JL explained there has been a problem with this area and he would speak to ICT management as soon as possible to get it rectified and all Minutes uploaded. (Action JL)

Multi Agency Review of Mental Health Crisis- email from Claire Hornsby CCG. JL confirmed this document, informing on the meeting dates, was on the PPG board in the surgery.

Agenda item for January 2018 Meeting – Virtual Members (Action MJ)

Next Meeting 10 January 2018, 19:00 at Spilsby Surgery.  
(Apologies for this Meeting given by John Mercer)

CAH