

**Minutes of the Meeting of the Spilsby Patient Participation Group  
Wednesday 10 January 2018  
At The Surgery, Spilsby**

Present: Chris Holmes (CH)  
Maureen Jarvis (MJ)  
Jason Longstaff (JL)  
Julie Rajput (JR)  
Jane Strunin (JS)  
Bill Rose (BR)

1. **Apologies:** Dorothy Dobson (DD)  
Gill Clark (GC)  
Pam Lancaster (PM)  
John Mercer (JM)  
Fran Rose (FR)

**2. Minutes of previous meeting**

The previous Minutes were approved: signed by CH in the absence of DD and countersigned by JL as CH wrote the Minutes in MJ's absence at the 8 November 2017 meeting.

**3. Matters Arising from the Minutes**

Thanks to MJ for compiling and issuing a Glossary to all committee members.

Patient Record requests through Online Management back in operation.

**4. PPG Virtual Members**

There are 100 PPG Virtual Members and MJ sends email to advise these members when Minutes, Newsletters etc. are added to the website.

**5. GP Forward View**

JL informed the meeting that the next GPFV meeting will be in February 2018. At the latest Patient Council Meeting Expressions of Interest (EOI) for Hubs as part of the GP Forward View were welcomed. Several organisations were proposing to submit EOIs to run a pilot hub. Primary Care (extended hours) would be best delivered at the same place as Primary Care services during the day.

It is unclear as to whether local extended hour services will be affected by the proposal to create extended hours hubs. The CCG are talking with the four CCGs in Lincolnshire and may merge. There is an interim A/O in place for 6-12 months pending this merger.

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

This is now a permanent post: CH acknowledged this at the Patient Council Meeting.

## **7. Update from ULHT**

Interviews for the post of Chair had been postponed – an Interim Chair has been appointed for one year – namely Elaine Bayliss who is also Chair of Lincolnshire Community Health Services NHS Trust.

## **8. Feedback from CCG Patient Council Meeting on 29 November 2017**

As requested by PPG, CH had raised the issue re hearing tests for patients aged over 50 and with age related hearing loss, and the availability of hearing aid batteries.

Although not present at the above Meeting GC, as agreed at 8 November 2017 PPG Meeting, had forwarded information stating that she has spoken to the Senior Audiologist at Pilgrim Hospital who said it is only a very small percentage of their clients who have complex needs and will continue to attend audiology at Pilgrim. They feel it is more appropriate that these patients continue to get their batteries from Pilgrim. Each patient that is registered to stay at Pilgrim is given a registration card which is used to get their batteries either directly from Pilgrim or to be sent directly to them by post. This is totally independent of those patients being directed to Specsavers. He also said it could take two to three years before all patients without complex needs are redirected to Specsavers as it is only being done as they either have problems or are due for review.

CH reported that it had been advised at the Patient Council Meeting on 29 November 2017 that Quality Assurance was taking place on all contracts. Various examples were shared at that meeting, both positive and negative.

Proposed Primary Care Hubs were discussed.

On-line consultations were discussed and the CCG will commission decisions.

DNAs were discussed with update on progress. Posters had been delivered to JL by Natalie Liddle, who passed some to MJ/BR to display in the Library, Town Hall, New Life Centre and Church. (Action: MJ/BR)

Discussion took place re DNAs and JL to ask TJ to prepare an analysis of DNAs, i.e. how the appointments have been made. BR suggested that when reporting on DNAs we congratulate patients who do turn up. (Action: JL)

### **9. Feedback from 25 November 2017 Flu Clinic**

This clinic ran very smoothly – CH present on behalf of PPG and was approached by patients with two issues. An issue relating to a transport problem for a patient was resolved by JL and he will ask TJ to put information/telephone number re transport problems on the surgery website and screen. (Action: JL)

Dispensary – none availability of some medications; repeat prescriptions not available within agreed times, queues etc.

Thanks and congratulations were expressed to all staff involved in both the Flu Clinics.

JL reported that next year there will be a different vaccine for those patients who are over 75 years old.

### **10. Surgery Update**

CH has sent the following report for inclusion in The Grapevine:

In **December 2017** there were **122 appointments** at the Spilsby Surgery - "**LOST**" because **115 patients** failed to turn up and had not cancelled. **Seven of the total patients had two Did Not Attend (DNA) each.** This is a slight improvement on November 2017, when 149 appointments were "LOST."

With the start of a NEW YEAR – we aim to maintain this downward trend in numbers of appointments "lost." Please help us with this target.

We are always looking for patients of the Surgery to join the **PPG Committee** and we can be contacted through the Surgery. Minutes of the PPG Meetings can be found on the Surgery Website under the PPG section. Meetings are held at the Spilsby Surgery.

Alternatively, you could become a Virtual Member. Information is on the Surgery/ PPG Website or enquire at the Surgery.

GC provided information on a further two Parish Magazines in which this information could be included, namely The Five Parishes Magazine: Great

Steeping area and Hagworthingham Village Voice. Contact details for both of these passed to CH.

JS asked JL if possible could the cost of prescriptions be shown on prescription forms. JL stated that the cost of the number of items is shown on the bag label. Unfortunately, if a patient is exempt from charges, this is not shown. However, the current cost of each item to a patient, whether they pay or not is £8.60. The estimated cost to the NHS for the drugs issued to Spilsby Surgery patients is approximately £2 million annually.

JL advised the meeting that there is an external fireproof letter box to the right of the main double doors for use when the Surgery is closed. It may be a good idea to put a sign near the door directing patients to the letter box when Surgery closed. (Action JL)

Staffing:

- 1 Nurse on Maternity Leave
- 2 Registrars have arrived and settling in well

JL reported that it has been a very busy six weeks and fairly chaotic – the most difficult period in some 15 years. Various issues have caused this situation but these have now been resolved.

The Surgery was originally built to accommodate 2,500 patients, but this figure has now reached 8,000. 12,500 prescription items are issued each month, as well as 100 dossit (Nomads) boxes per week.

Staff had stayed until 8.00pm on 22 December 2017 to ensure all patients had their medication for over the Christmas period – despite many patients waiting until the last minute to order or come into the surgery.

The dispensary staff worked all day last Saturday (6 January 2018) to catch up and everything is now up-to-date.

**The Practice sincerely apologises to all patients for the problems incurred, but all is running smoothly again now. JL stressed that no patient was left without their prescription medication over the Christmas period.**

## **11. PPG Chairs' Meeting update**

In her absence, DD had asked the secretary to draw the Meeting's attention to the fact that the Patient Council represents views of patients and also of the CCG, but the Chair is paid by the CCG. At the latest meeting a signature was

required on a letter to be sent but the Chair felt conflicted about doing this. This matter to be discussed at next PPG meeting on 14 February 2018. (Action MJ for Agenda)

## **12. Any other business**

BR discussed the length of time patients wait to get an appointment with the GP of their choice, as some patients have stated that they feel they do not get continuity of care if they have to see another GP and it can take up to a month to see their preferred GP. BR stated that patients at other practices believe that they see their GP quicker than at our practice, and patients believe that the Spilsby GPs should be in the surgery more. JL stated that when the GPs are not in the surgery every day it is because they are involved in other areas. The last Newsletter included a lot of information about this matter – this is available to view on the Surgery website. JL stressed that there is no room for more GP surgeries to be held. Each GP has a review appointment system for continued appointments which only they have access to and book necessary follow-up appointments themselves.

The Duty Doctor today (10 January 2018) dealt with 85 contacts – this was a quieter day!

JS raised the cost of medicals carried out for gun licensing and felt there was a discrepancy in GP's charges. JL advised the meeting that the cost for such a medical at the Spilsby Surgery is £75 (the surgery is following regulations issued by the BMA). A full medical report is issued to the Police. However, agreement has been met within Lincolnshire on the procedure to be followed and the pricing associated with it. The surgery is waiting for notification of this agreement and will then instigate the changes. Patients are reminded however that these medicals are "private" and that no costs for this should be expected to fall to the NHS.

JS raised the issue of the Surgery charging a fee if patients want a copy of their medical notes. At present the cost can be up to £50, in accordance with the ICOs, Section 10 of the Access to Health Records. JL reminded the meeting that staff time and equipment was needed to provide these copies. It is understood that with effect from 1 April 2018 there will be no charge for the supply of patient notes. JS asked if it was possible for each patient to have a 'disc' for their notes but this was considered impractical and not an option. However, patients are reminded that they can have electronic access to their health record. Applications for this service are available through Reception.

CH asked if there were any matters which she should take to the Patient Council Meeting scheduled for 14 February 2018. One concern is that appointment

letters for hospital appointments are being sent out by second class post and are often arriving after the date of the scheduled appointment meaning that new appointments need to be issued (ULHT involved in this) and patients are being recorded as DNA and often not offered another appointment. The CCG are commissioners for the ULHT so contract monitoring needs reviewing.

Poster on Seasonal Flu passed to MJ to display in Town Hall.

The meeting closed at 9.10pm.

MAJ/110118