

**Minutes of the Meeting of the Spilsby Patient Participation Group  
Wednesday 14 February 2018  
At The Surgery, Spilsby**

**Present:** Dorothy Dobson (DD)  
Chris Holmes (CH)  
Maureen Jarvis (MJ)  
Jason Longstaff (JL)  
Julie Rajput (JR)  
Gill Clark (GC)  
Pam Lancaster (PM)  
John Mercer (JM)  
Bill Rose (BR)

1. **Apologies:** Fran Rose (FR)  
Jane Strunin (JS)

DD apologised for being unable to attend the January 2018 meeting and wished everyone a healthy and happy new year.

BR had given apologies for FR who was unable to attend this meeting and advised the meeting that FR wished to resign from the PPG but would remain a Virtual Member.

**2. Minutes of previous meeting**

The previous Minutes were approved as a true record and signed.

**3. Matters Arising from the Minutes**

JL had received confirmation from NHS England that a different flu vaccination for the over-75s would be effective. Therefore orders for next year's flu vaccinations have been amended.

CH has spoken to GC and it has been agreed that it would be easier if GC liaised with the contacts for The Five Parishes Magazine and Hagworthingham Village Voice regarding DNA information. CH to continue to liaise with contact for the Grapevine.

JL is still awaiting clarification from the Police re gun licensing.

**4. GP Forward View**

JL informed the meeting that provision of in-house and unscheduled care was being looked into to divert this away from GP surgeries (i.e. coughs, colds etc.)

This will allow GPs to deal with more serious conditions which require continuity and care. Last year the local chemist ran a minor ailments scheme which was funded, but there is no funding this year. Boots have a scheme which can be signed up to and medicine provided free for children.

CH felt that information needed to be on display in the local chemist with details of the current pharmacist. JL is meeting with the pharmacist later this week and will discuss this issue. (Action: JL)

### **5. Parkinson's Nurse**

This is now a permanent post and no further need for discussion.

### **6. Future of Care Co-ordinator**

This post is funded until the end of July 2018 and is therefore an ongoing matter of concern/discussion.

### **7. Feedback from LECCG Patient Council Meeting on 14 February 2018**

This ECGG Patient Council Meeting was postponed and is re-scheduled for 15 March 2018. CH advised the meeting that the agenda for the meeting on 15 March 2018 will be the same as the one issued for the meeting on 14 February 2018, although speakers who were due to attend the February meeting may not be available for the March meeting.

The concern raised at the PPG meeting on 10 January 2018 regarding the fact that appointment letters are being sent out by second class post and often arriving after the date of the scheduled appointment meaning that new appointments need to be issued, with patients being recorded as DNA and often not offered another appointment, will be raised by CH at the meeting on 15 March 2018. (Action: CH)

### **8. Surgery Update including DNAs and staffing**

The following information was discussed and has been passed to contacts of The Grapevine, Five Parishes Magazine and Hagworthingham Village Voice.

"In **January 2018** there were **135 appointments** at the Spilsby Surgery **"LOST"** because **124 patients** failed to turn up and had not cancelled. **Nine of the total patients had two Did Not Attend (DNA) each and one patient had "missed" three appointments.** . This is an increase on December 2017, when 122 appointments were "LOST."

Our New Year Target of aiming to have a continuous downward trend of "missed appointments" has not materialised. If you have any ideas as to how we can

reach this target over 2018, please share your ideas with a PPG Committee Member or if you are a Virtual Member go to the PPG website.

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. "

JL advised the meeting that Registrars Dr Olawutosin (Male) and Dr Ojo (Female) will be leaving the Practice on 4 April 2018. Dr Falaju (Male) will be joining the Practice on 4 April 2018 for four months.

DD stated that we are fortunate that we have become a training practice as this gives us more doctors to treat patients.

JL informed the meeting that a member of staff working in admin/finance will be leaving the practice on 15 February 2018 and an advertisement has been placed for a replacement. It is hoped that the post will be filled by 1 April 2018.

JL informed the meeting that the dispensary is 'back on track'. Some changes have been made in the dispensary and the situation is improving. There are still problems with wholesalers with the provision of certain drugs and medication.

JL informed the meeting that it was with regret that the surgery have given notice to NHS England that from 1 April 2018 they will no longer be providing evening/weekend clinics. This has become necessary due to the pressure of work and the GPs feel it is becoming unsafe to continue to hold these extra clinics having completed a 12 hour shift in the surgery. Serious errors could be made if it continues. Therefore, from a clinical safety point of view, they have made a very difficult decision to stop these clinics from 1 April 2018.

DD stated that we should be grateful for all the GPs have done and the PPG fully understands the situation in which the GPs find themselves and the decision they have made. JL asked to share this comment with the GPs. (Action: JL)

A member of the public had expressed concern at the wording on the screen in the surgery regarding blood test results. JL to investigate and amend the wording if necessary. (Action: JL)

CH stated that there had been a problem with Systmonline when it was not possible to make or check appointments on line for three days. JL explained that this would have been due to the system being updated with appointment schedules. JL will discuss this matter with TJ. (Action: JL)

## **9. Query re Shingles Vaccinations**

Following a query re who was eligible for a shingles inoculation JL informed the meeting as follows:

'People are eligible for the shingles vaccination if you are 70 years of age, or 79 years of age.

If you were born in September 1942, i.e. you are 75 years of age, and could have had a vaccination in the last three years and did not, you are eligible.

If you are aged between 72 and 75 years of age you can have the vaccination.'

The vaccination for pneumonia is available to all patients aged 65 or over.

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

This meeting is not scheduled until 27 February 2018. DD will attend that meeting and will report back to the PPG at their meeting on 14 March 2018. The future of the Care Co-ordinator will be raised at this meeting.

## **11. Any other business**

GC asked if it was in order to bring issues on behalf of patients to the PPG re systems etc., and was told this was fine.

There are ongoing issues with hospital transport.

BR stated that he felt that the triage system is excellent.

MJ queried whether anyone at the surgery could deal with a minor head injury as there had been an accident recently at the library and the injured party had gone initially to the surgery. JL advised that the surgery cannot deal with such an injury and a 999 call should have been made for the patient to be taken to hospital and checked.

Next PPG Meeting: 14 March 2018 at 7.00pm at The Spilsby Surgery.

The meeting closed at 8.20pm.

MAJ/150218