

**Minutes of the Meeting of the Spilsby Patient Participation Group  
Wednesday 14 March 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)  
Jane Strunin (JS)

1. **Apologies:** Bill Rose (BR)

**2. Minutes of previous meeting**

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

**3. Matters Arising from the Minutes**

JL informed the meeting that due to the changes in NHS Guidance for the administration of the flu vaccination for the 2018/19 flu season the surgery has cancelled its current order and re-ordered from an alternative supplier to cancel. The flu vaccine for the over 75s will be different to those under 75. This is due to the proven efficacy of the vaccine for both cohorts of patients. Further information will be publicised nearer the 2018 flu season.

JS informed the meeting that she was impressed with the press release in The Five Parishes Magazine. GC stated that The Five Parishes Magazine may not be able to print the information every month. DNAs are still very high – 14 DNAs on 13 March 2018. CH will raise the matter of DNAs at the ECCG Patient Council Meeting on 15 March 2018 to see what their response is. The CCG has funded a campaign regarding DNAs but there appears to be no improvement.

JS read an article from The Countryman's Weekly regarding firearm applications and more particularly the cost involved. There was much discussion on this topic. JL reminded the meeting that the provision of medical reports are not funded by the NHS and are the financial responsibility of the requestor. In the case of firearms licences, the GP is making a written assessment, following a review of the medical record, that the applicant is medically fit to hold a firearms. This is an issue of clinical and public safety. It was appreciated that the current application position was as frustrating for GPs as it is for firearm

holders as no final decision has yet been made on the changes or agreed charges to the process; unfortunately the procedure is not the same throughout the country. It is anticipated that there will be further information which can be brought to the next meeting.

JL has met with the new pharmacist from the Co-op but it appears that there is still no photograph or name displayed in the pharmacy. JR to communicate with a contact to try and remedy this situation.

Short discussion regarding virtual members. MJ advised the meeting that she e-mails virtual members when minutes and newsletter are added to website. Very rarely any e-mails received from any of the virtual members. CH to raise virtual members at the LECCG Patient Council Meeting on 15 March 2018. It was agreed that CH would add "online only" next to "Virtual" in the forthcoming Grapevine Article.

JS stated that it was regrettable that the late night shift by GPs and weekend clinics would no longer be available from 1 April.

JL informed the meeting that there will only be one registrar in April 2018 and that recruitment numbers are expected to be down for starters in August 2018. The surgery is looking at options to relieve the day time pressure on staff.

The eligibility for the shingles vaccination is somewhat complicated and JL reported that the national advertising campaigns have vanished in recent years. If someone has had shingles it is still possible to have the vaccination. Those not eligible for the vaccine can have it done privately but this can cost up to £250. Public Health England has issued guidelines re the eligibility for the shingles vaccination but they are very difficult to understand. It was suggested that the 'Green Clock' as displayed in some of the surgeries could be put on to the screen in the surgery so patients could identify if they were eligible or not. A Shingles eligibility calculator has been added to the surgery website. If patients are in doubt, they are advised to contact Reception. It was also suggested that a leaflet be issued at the next Flu Clinic. JL will look into running a shingles/pneumonia campaign. (Action JL)

#### **4. GP Forward View**

JL has put a proposal together for the six Skegness and Coast practices to run some care navigation and document management training. He is awaiting a response and approval from LECCG & NHS England. This training would involve GPs, Practice Managers and Receptionists.

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

This post has been extended until July 2018. If then approved further it will be in place for another three years but possibly in a different format.

## **6. Feedback from LECCG Patient Council Meeting on 14 March 2018**

The date of this meeting was changed to 15 March 2018 not 14 March 2018 so CH will give feedback at the next PPG meeting. (Action CH)

## **7. 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 **February 2018** there were **133 appointments** at the Spilsby Surgery **"LOST"** because **129 patients** failed to turn up and had not cancelled. **Three of the total patients had two Did Not Attend (DNA) each and one patient had "missed" three appointments.**

**Our PPG Newsletter for March 2018 is available in the Surgery and the Library and also on the Surgery 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 reported that with the bad weather this has been a very difficult month. During the spell of bad weather every vulnerable patient was contacted to make sure they were alright and all medication was received. JL said this was only possible because local farmers and land owners had cleared the roads and he was therefore able to reach patients and he wanted to pass on the surgeries thanks for this. The surgery was open between 8.00am and 6.30pm at this time. Extra clinics were held on the Friday and again on the Monday so that everyone whose appointment had been cancelled were seen.

As a PPG we are very grateful for how things were managed during this spell of bad weather. The small team of staff who worked together in the surgery on the Thursday should be commended for their efforts and also for delivering medications. JL was asked to express the thanks of the PPG to all involved.

## **8. Planning/patient advice in place for adverse weather conditions**

All patients who had scheduled appointments either contacted the surgery to cancel their appointments or were contacted and rebooked. Those staff who could get into work were in the surgery dealing with any issues. This item covered in 7 above.

## **9. GP Practice Trial (East Lindsey)**

At a time when general practice is facing unprecedented pressures and demand, 11 practices in East Lindsey have banded together to create an Extended Hub Service that will provide their registered patients access to GP services in the evenings and weekends. The service will be starting 26 February 2018 and is a Pilot.

Patients will be able to see a GP at a clinic based at the Urgent Care Unit at Louth Hospital between the hours of 6.30pm to 8.00pm Monday to Friday and 8.00am to 7.30pm on Saturday and Sunday.

The appointments are all pre-bookable and patients should contact their own practice to access one of these appointments.

The innovative pilot scheme is part of a wider plan to strengthen Lincolnshire East CCG's out-of-hospital strategy, integrate care within the community and improve collaborative working between local practices to deliver more joined-up GP services.

The practices taking part in this trial are: The James Street Family Practice, Louth; Newmarket Medical Practice, Louth; Tasburgh Lodge, Woodhall Spa; The Kidgate Surgery, Louth; The New Coningsby Surgery, Coningsby; The North Thoresby Surgery, North Thoresby; The Old Vicarage, Horncastle; The Surgery, Market Rasen; The Wolds Practice, Tetford; The Wragby Surgery, Wragby; and Woodhall Spa New Surgery, Woodhall Spa.

JL advised the meeting that there are no plans in place at the moment for a similar trial in the Spilsby area. It will be interesting to see how it all works.

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

DD was unable to attend the meeting. JL did attend but due to the low number of attendees this meeting joined with the Practice Managers' Meeting.

## **11. Any other business**

GC reported that the podiatry forms are out of date. There is now a Self-Referral Form but the Surgery had not been informed of this. JL will contact the Podiatry Department at the Newland Clinic and ask for new form to be e-mailed to him. (Action: JL)

GC stated that when telephoning the Surgery on several occasions she did not receive an automated message saying she was in a queue, the telephone just 'bipped' for some time. JM had also experienced a similar problem. Unfortunately this is normal for the system.

GC had been made aware that a patient had ordered their prescription five days in advance but when they went to collect it at the Surgery they still had to wait for 45 minutes. JR had experience similar problem. JL to speak with the dispensary about this. (Action: JL)

It was stated that the waiting time for prescriptions stated on-line has gone from three days to four days, but some of the wording re collection times is ambiguous and needs to be amended. (Action: JL)

**The date of the PPG Meeting for May 2018 is to be changed to 16 May 2018.**

Next PPG Meeting: 11 April 2018 at 7.00pm at The Spilsby Surgery.

MAJ/150318