

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 11 April 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)
Jane Strunin (JS)
Bill Rose (BR)

1. **Absent:** John Mercer (JM)

2. Minutes of previous meeting

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

3. Matters Arising from the Minutes

Flu vaccinations for the over 65s will be available from Seqirus, whereas the vaccinations for the under 65s will be from another company. Further information awaited by JL who will bring it to the meeting scheduled for 16 May 2018.

JS informed the meeting that information re DNAs etc. did not appear in The Five Parishes this month. GC had been in contact with the editor who had informed her that they would publish information every three months. JS suggested that she (JS) will contact the Parish Councillors to try and get the information included in the magazine earlier. Consensus needs to be received from the Parish Councillors as to what they can put in the magazine. Matters such as holiday closures and vaccinations need to be shared with patients as soon as possible. **(Action: JS)**

Fire arms issue resolved. The new firearms system is in place in the surgery following Lincs Police guidance.

GC reported that there is now a photograph of the pharmacist on display in the Co-op Chemists.

Regarding virtual members, CH added a piece about this to be included in The Grapevine – this can be seen with DNA information of these minutes, Item 8.

CH informed the meeting that the LECCG Patient Council had agreed to remove the Virtual Patient Council section from their Terms of Reference, as no longer relevant.

JS had received feedback from some patients regarding the information on the shingles vaccination – it appears that this is not necessarily 'hitting' the people who need to have it. It was decided that the information re the shingles vaccination needs to be shared and MJ will take some Newsletters to the next meeting of the U3A on 9 May 2018. (Action MJ)

GC has given a copy of the new podiatry form to JL, who has requested further copies and also an electronic copy. There will be a supply of forms available for patients in the surgery. Staff at The Grace Swan are not able to book appointments for patients as this has to be done through Lincoln. BR suggested that as a group we write to Lincolnshire Community Health Services to share our concern re this system. JS suggested that we send a copy of the letter to local MPs and to the Royal College of GPs. **(Action: DD)**

4. GP Forward View

JL has received authorisation to spend money on the Care Navigation and Document Management training and the contract has been signed. Six practices have signed up and training dates are to be confirmed, but will run from June 2018 to March 2019. After this training receptionists, dispensers, admin staff, GPs and the Practice Managers will all be trained at different levels and will all be working in a similar vein.

5. Future of Care Co-ordinator

JL has a meeting scheduled for next week with Stickney and Old Leake Surgeries to look at a way to expand the Care Co-ordinator service for the next three years. The 3 practices have a combined population of approximately 20,000 patients a reasonable percentage of which are vulnerable and who would benefit from this service. The role of the current Care Co-ordinator will continue as usual until approval has been received for any changes.

6. Feedback from LECCG Patient Council Meeting on 15 March 2018

CH attended this meeting and reported that the concern re appointment letters was discussed. PPG representatives are requested to provide specific examples to enable Sarah Southall (Deputy Chief Nurse, LECCG) to present to the Patient Safety Meeting and for the CCG to investigate through the ULHT Systems. It was also suggested that individuals may like to raise this matter through the PALS Team with the support of their PPG. JL has some data which could be used to support this concern.

The DNA campaign was discussed and a PPG Member from the Alford Surgery informed the LECCG Meeting that they had requested Radio Lincolnshire to promote the campaign, which they did. It seems that the LECCG campaign has had little effect and that various options discussed will be taken back to the Communications Team to discuss and support.

LECCG representative reported that the GP Extended Hours Service which commenced on 26 February 2018 in Louth is a pilot service, but it is expected to be rolled out by 1 October 2018, to allow 100% access for all patients in Lincolnshire East. (GP Forward View)

With regards to the concern re allocation of NHSE funding to the Primary Care Services for the Winter Period, it was stated that a letter could not be signed by either the Clinical Commissioning Group or the Chair of the Patient Council owing to a conflict of interest. It had been agreed that each PPG should be approached to sign the letter and that DD would do this for Spilsby PPG and she would collate all the PPG signatures. DD had asked for an email to be sent to all PPG Chairs, along with a copy of the letter, to secure their consent for it to go to NHS England. **(Action DD)**

CH informed this meeting that future LECCG Meetings are to be held in the Stanhope Hall in Horncastle.

PPG representatives are requested to submit their questions in advance of the meeting if possible – JS stated that it would be interesting to see who was brought in to deal with the various questions/concerns.

It was also requested at the LECCG Patient Council Meeting that draft minutes are issued earlier than at present; within 2 weeks if possible, maximum time 4 weeks.

7. Items for CCG Patient Council Meeting scheduled for 9 May 2018.

No specific items from this meeting.

8. Surgery Update

The following has been sent to The Grapevine by CH:

Message from Spilsby Surgery Participation Group (PPG)

WE NEED YOUR HELP

In **March 2018** there were **157 appointments** at the Spilsby Surgery "**LOST**" because **145 patients** failed to turn up and had not cancelled. **Eleven of the total patients had two Did Not Attend (DNA) each and one patient had "missed" three appointments.**

After achieving a short downward trend at the end of 2017, these figures represent an ever increasing total of "missed appointments," as evidenced below.

Month	"Missed Appointments"
October 2017	157
November 2017	149
December 2017	122
January 2018	135
February 2018	133
March 2018	157

CARE and RESPECT

The PPG is encouraging all patients to be responsible for cancelling appointments no longer required. March's "missed appointments" (DNAs) represent at least 26 hours of lost appointment time, and that calculation is based on 10 minute appointments. Some of the appointments "missed" are 20 minute appointments!

***Please ring or email to cancel in good time so that someone else can take your place. Thank you.**

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 (**online only**) Member. Information is on the Surgery/ PPG Website or enquire at the Surgery.

JL informed the meeting that Dr Falaju joined the Practice on Wednesday 4 April 2018 and is currently completing his induction training. He will start holding clinics on Thursday afternoon (12 April 2018), Friday afternoon (13 April 2018) and then for a further four months. He is settling in very well.

JL informed the meeting that with effect from 16 April 2018 the surgery is no longer allowed to send paper referrals to ULHT for certain specialists. Most referrals are now sent by E-referral services. This system relies on appointments being available at the hospital – there are already problems finding patient appointments with specialists.

There are road works scheduled in Spilsby starting on 16 April 2018 between 6.00pm and midnight, Monday to Friday. As the surgery does not close until 6.30pm this causes a problem for patients with appointments. JL has discussed this issue with Lincs County Council and has been assured that patients will be allowed access to get to the surgery. If anyone is aware of any problems regarding this please refer them to JL.

Since Monday 9 April 2018 there have been two ambulance cars parked outside the surgery. There is a national pilot being run by several ambulance services in the country to see if they can relieve the pressure on GP surgeries and A & E Departments. There are two ECPs (Emergency Care Practitioners) assigned to the surgery – one in the surgery and the other in the vehicle receiving calls. The ECPs will attend to matters that can be dealt with by themselves by possibly visiting patients at home or in the surgery to prevent those patients being diverted to A&E. This pilot is being monitored by Health Education England. The evaluation of phase 1 is about to be carried out, and phase 2 will be evaluated in three months' time. It is hoped that if this is positive the ECPs will remain. The ECPs will receive training from the surgery and can improve the skills of our practitioners in the surgery. They will be at the surgery between 8.00am and 6.30pm Monday to Friday. JL to arrange Press Release regarding this. **(Action: JL)**

9. PPG Chairs' Meeting update

The next PPG Chairs' Meeting is scheduled for 23 April 2018.

10. Definition of the scope of the PPG

This agenda item to be discussed at the May meeting due to the absence of JM.

11. Any other business

JS stated that she was very impressed by the help received from the dispensary. Her husband had an item missing from his delivered prescription and he telephoned the surgery. He was informed that there were problems with the manufacturers of the product. JS then received a call from the surgery advising her of the problem and that the item would be ready for collection the following morning.

GC said she had also received good attention from the receptionist recently.

The problem with the telephone will be resolved i.e. the 'bipping' which sometimes leads patients to believe they have been cut off.

BR asked how having Registrars eases the pressure on GPs and JL explained how the system worked. The BMA have released a statement about the pressure on GPs. The surgery has written to the CCG about this because there is an issue regarding patient safety and a limit to what people can deal with in

one day. The Registrars are helping the surgery cope with appointments. JL reported that the surgery can only take two Registrars at a time due to space available. There are not enough Registrars nationally, and it is apparent that they do not want to come to Lincolnshire. The recruitment of GP partners and Registrars to this area is a massive problem which is not getting any better. It is hoped that with a new Medical School based in Lincoln more students will consider working in Lincolnshire.

BR asked how the surgery deal with staff absences/holidays. JL has an insurance which could pay for a locum but this costs £1,000 per day and when insurance stops there would be a need to look at alternative ways to cover absences. There is in place a reciprocal arrangement with Stickney Surgery in the event of an emergency. Staff holidays are planned a year in advance and staff double-up to cover for absent colleagues. BR also stated that the public are concerned at the amount of time they have to wait for an appointment and suggested that a group of surgeries work together to supply a locum. This is simply not possible due to the cost involved.

DD expressed concern that in a few years GPs will be retiring/leaving the profession and there will be no-one to take their places. This is a big problem for the coastal strip.

JS asked if the Medical School in Lincoln would be a 'proper' Medical School and JL stated that it would be a full Medical School. The question of how many of these medical graduates would want to work in Lincolnshire was raised- it was thought not many.

Prescription charges have increased to £8.80 per item. The three monthly and yearly charges have not changed so it could be worthwhile for patients to pay the annual fee as this may prove cheaper for them over the course of a year.

CH informed Members of Diabetes Prevention Week: 16 – 22 April 2018 and that the local Event was on 20 April 2018, 10.00am – 4.00pm in The Hildreds Centre, Skegness. She suggested that perhaps the poster to advertise this event could be placed on PPG board in the Surgery.

CH reported that good feedback has been received regarding The Rainbow Bus (Chemotherapy Bus) in Louth as nearer for patients (e.g. Huttoft) and they felt that they received more personal care.

Next PPG Meeting: 16 May 2018 at 7.00pm at The Spilsby Surgery.

MAJ/120418