

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 16 May 2018
At The Surgery, Spilsby**

Present: Dorothy Dobson (DD)
Chris Holmes (CH)
Maureen Jarvis (MJ)
Jason Longstaff (JL)
Julie Rajput (JR)
Pam Lancaster (PL)
Jane Strunin (JS)
Bill Rose (BR)
John Mercer (JM)

1. Apologies:

Gill Clark (GC)

2. Minutes of previous meeting

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

3. Matters Arising from the Minutes

JS has contacted the editor of The Five Parishes Magazine who will discuss the inclusion of information from the surgery at the Parish Council Meeting which is being held today, 16 May 2018. It was agreed that it would be useful to include dates of any training sessions held by the Surgery (these are the third Thursday in each month from 12.30pm – 4.00pm).

Regarding appointment letters, JL will provide data for CH to take to the next LECCG Patient Voice Meeting. (Action: JL)

4. GP Forward View

Next meeting to be held in June 2018 so nothing further to report at this meeting.

5. Future of Care Co-ordinator (Older Adult Service)

JL reported that the surgery is very close to obtaining financing from the CCG for the expansion of services with colleagues at Stickney and Old Leake surgeries, and to appointing two Higher Care Assistants. There is a massive area to cover but the support should be secure for the next three years. A decision is expected on Friday 18 May 2018.

6. Feedback from LECCG Patient Council Meeting on 9 May 2018

CH attended this meeting but Minutes not yet received. When Minutes are received MJ will email to all members for information. CH shared the following matters from the LECCG Patient Council Meeting:

- CH had raised the matter of letters for appointments not being received in good time
- Care Co-ordinator (Older Adult Service) – CH was informed that there is funding guaranteed until March 2021. 27/29 practices within the CCG have submitted expressions of interest.
- Talk on Integrated Neighbourhood Working Team and discussion and feedback re Care Navigation Training, which Spilsby Surgery already commissioned and due to start in June 2018 (see Minutes of previous month's PPG Meeting.)
- Talk about the Care Portal; serious delay in providing this service.
- Letter about allocation of funding Primary Care for winter services: a lot of discussion took place regarding this and the letter has been suspended but will be "revisited" before the coming winter.
- C Hornsby of LECCG had sent a list of questions to PPGs asking for examples of good practice. CH consulted with JL/MJ and provided information regarding Spilsby PPG.
- There had been discussion about the equality of bid moneys for the four Integrated Neighbourhood Working Teams – the Boston area received a large amount already.
- CH had asked the stance of the LECCG, as commissioners, on the ULHT paediatric current situation being discussed for Pilgrim Hospital and was informed that they had a responsibility to provide a safe service.
- DD was amazed at the number of people at the Meeting – a large expense in people attending. JL is concerned that our medical services are being depleted and destroyed and patient care will suffer.

Discussion following on from the above feedback:

- DD asked why there was not a parliamentary surgery in this area: Matt Warman has apparently raised the issue of health care in this part of the country (an area which is said to be deprived and with poor health) in the House of Commons. People are moving here and bringing all their problems with them but there is no social or elderly care.
- CH had received a letter from ULHT re paediatric and maternity care which she read to this meeting. CH will email ULHT and invite them to send someone to talk to our PPG about the problems. The invitation will be to attend the meeting scheduled for Wednesday 13 June 2018. MJ to email Victoria Atkins and Matt Warman to see if they would also like to

attend. JL will advise GPs of this proposed meeting. (Action: CH, MJ, JL)

- JS requested the name of members of the CCG – JL to provide this information at the next meeting. (Action: JL and agenda item for future Meeting)

7. Surgery Update

JL had forwarded to PPG members a Policy proposal to deal with the continued and increasing numbers of DNAs, with a view to having the committee support both implementation and to take forward to the wider PPG Chair Group with a view to all six practices adopting the policy. **All staff** at Spilsby Surgery were in agreement with the proposed Policy. It was agreed that it would be a good idea to discuss the proposed Policy with patients visiting the surgery during PPG Week (4 to 9 June 2018) to obtain their views. JL stated that the problem with DNAs has been ongoing for some years and it is causing the Practice an enormous amount in cash on wasted time and it really is time to do something about it. A vote was taken at which 6 members supported the proposal and 1 member was against it.

JS reported a problem on the telephone system when trying to check an appointment – JL to check this out. (Action: JL)

JL reported that 1 Dispenser is on maternity leave and a replacement has been appointed to cover this.

1 Receptionist was absent due to sickness and has now resigned – a new member of staff has been appointed to cover this vacancy which is for 20 hours a week.

The Nurse is still on maternity leave.

Positive feedback on the two ECPs based at Spilsby Surgery who will be working at Stickney and then Old Leake. Health Education England came one day to see how things were working. The two ECPs are taking some pressure from the surgery. It appears that some ECPs who have left EMAS are now seeing how this system works and want to be re-employed by EMAS. A member of the PPG had received assistance and support from an ECP and was very impressed.

JL to send information on ECPs to MJ to include in a Surgery Leaflet to be available for PPG Week, Library, etc. and to provide DNA figures for April and May to CH. (Action: JL)

A query was raised about the provision of a tetanus vaccination and this will also be included in the Surgery Leaflet.

8. PPG Awareness Week: 4 – 9 June 2018

MJ/PL/CH and JL will meet at the surgery at 3.00pm on Friday 1 June 2018 to prepare the board. MJ to try to obtain some booklets re Healthy Heart, Healthy Lifestyles etc. Members asked to be present during some of the week and the following members volunteered:

Monday am	9.00am – 12 noon BR	2.00pm – 5.00pm DD
Tuesday am	9.00am – 12 noon JR	2.00pm - 5.00pm MJ/PL
Friday am	9.00am – 12 noon MJ	1.00pm – 4.00pm GC

Those members not on rota to advise MJ if they are available to help.

9. Concern re Emergency Service Telephone Number

A committee member had recently experienced problems with trying to contact the emergency service number 0845 NHS Direct when surgery closed. A similar problem was reported when ringing 111. JL to investigate both issues.

(Action: JL)

Agreed CH to ask question reference 111 service with LECCG Patient Council.

(Action: CH)

10. PPG Chairs' Meeting update

DD reported that some practices wanted the letter about Primary Care for winter services to be sent but DD explained that the group was only part of the Patient Council and if the Patient Council had said not to send it the meeting could not do so. As stated in item 6 above a letter to be sent for the coming winter period. The next Chair's Meeting is scheduled for 26 June 2018

11. Definition of the scope of the PPG

JM felt that at previous meetings we had spent a lot of time discussing things that we could do little about, but that this meeting had been more productive. JL believes that collectively patients can change things and the patient voice is quite strong and represents 8,000 patients with input to 300,000. In the past patient voice, through the PPG, has helped to secure the provision of the chemotherapy bus and Parkinson's Nurse, and does have the ability to make changes. By including information in the Minutes patients become aware of what the PPG is trying to do and are kept informed.

12. Any other business

Query re signage in the Surgery – JL to investigate. (Action: JL)

Suggestion of inviting Blood Bikes to next Flu Clinics and also to PPG Week to share information/leaflets on what they do. This was agreed by all members as a good idea. (Action: MJ)

One member asked if the meeting room was accessible should a member be disabled. JL replied that if this was the case an alternative room would be used.

Next PPG Meeting: 13 June 2018 at 7.00pm at the Spilsby Surgery.

MAJ/160518