

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 13 June 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 (PL)
Jane Strunin (JS)

1. Apologies: Bill Rose (BR)
John Mercer (JM)

Paul Hinchliffe, General Manager for Women's & Children's Services and Joanne Okrasa (ULHT) and Dr Ajay Reddy attended the meeting to discuss the group's ongoing concern re paediatric and maternity care at The Pilgrim Hospital.

The meeting was informed about the Tier System and training programmes in place and that there is a shortage in the area of paediatrics. It is very difficult to fill posts at the present time. The recruitment system was explained to the meeting and although some doctors from abroad have been interviewed there is no assurance that they will be able to take up their posts in August 2018. ULHT is committed to keeping the paediatrics services open and running with international recruitment and training schemes, and although the Trust is doing everything it can they are still in a very precarious position.

DD will take this matter to the PPG Chairs' Meeting in June 2018 for further discussion and she will also speak to the MPs Office.

DD thanked the visitors for their attendance and discussions with the group.

2. Minutes of previous meeting

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

3. Matters Arising from the Minutes

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

JS has arranged for DNA information etc to be included in Five Parishes magazine on a regular basis, and GC arranged for information to be included in the Hagworthingham Village Voice at the end of this month.

DD thanked members of the PPG who manned the PPG stand and set up the displays for PPG Week. JL also thanked those involved.

CH shared concern re emergency telephone number at LECCG meeting on 9 May 2018 but minutes not yet issued.

MJ still awaiting reply from Blood Bikes re attendance at the two flu clinics later this year.

4. GP Forward View

JL awaiting data and will report back at next meeting.

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

JL reported that Care Co-ordinator still in post. Approval received to proceed with expanding the service. JL has asked the Chief Financial Officer of CCG for a breakdown of the costs he can claim on a monthly basis to fund expansion. He is awaiting confirmation on his request to have three months money paid in advance so as not to destabilise the surgery finances. Advertisements will be placed when funding confirmed.

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

Minutes not yet received.

7. Surgery Update

The new member of staff in the dispensary from 1 June 2018 to cover maternity leave of current post holder has settled in well.

A new Care Navigator (previously known as Receptionist) in post for 16 hours. There is standardised training due to start on 21 June 2018.

Registrar rotation: Dr Falaju leaving on 1 August 2018, Dr Powell returning on 1 August 2018 and Dr Simpson returning on 5 December 2018.

BR's report regarding PPG week shared with the meeting (copy attached to minutes) and MJ to thank BR for his report.

Dr Kuttappan is leaving the practice at the end of August 2018. An advertisement has been placed for a salaried GP and also for a Nurse Practitioner/Emergency Care Practitioner. DD asked to inform Dr Kuttappan that

the PPG wishes her well and are sorry to hear that she has made the decision to leave the practice.

Message from Spilsby Surgery Participation Group (PPG)

WE NEED YOUR HELP

In **April 2018** there were **130 appointments** at the Spilsby Surgery "**LOST**" because **118 patients** failed to turn up and had not cancelled. **Six of the total patients had two Did Not Attend (DNA) each.**

In **May 2018** there were **121 appointments "LOST"** because **105 patients** failed to turn up and had not cancelled. **Eight of the total patients had 2 Did Not Attend (DNA) each.**

CARE and RESPECT

The PPG is encouraging all patients to be responsible for cancelling appointments no longer required so that someone else can take that appointment.

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.

8. PPG Awareness Week: 4 – 9 June 2018

GC stated that a few patients thought it was a good idea to have various leaflets available. JL will look for leaflet holder and somewhere to put it in surgery. Leaflets can also be taken to flu clinic later in the year. There were a few comments made re the dispensary, concern re mental health referral problems, and some patients were happy to have someone with whom to share their concerns.

JL advised the meeting that there are plans in place to run a chaplaincy service at the surgery. This is a free service.

9. Query re email address to cancel appointments

CH had received an email re this query and shared with MJ. MJ to contact person who sent query and to advise of best way to cancel appointments.

10. Any other business

GC has experienced problem with E-Referral Service and advised by JL to contact admin team at the surgery on Thursday to request they look into this.

Status of Virtual Members of PPG Spilsby

Query : Are virtual members of the same status as attending members? Do they have voting rights?

When the proposal about the missed appointments was slotted in at the last meeting, virtual members could not have been able to contribute as they did not know that this was going to be voted on. This has led me to question Virtual Members' status.

Is this proposal passed by 6/1 really representative of the patients in the group? Perhaps a wider view should be sought. The outcome may be the same but I would have liked to voice my opinion.

Personally I think the tone of the proposal may alienate patients' perception of the practice and do more harm than good. Some more sensitive patients may be stressed by the worry that they could miss an appointment through oversight and improvement to the situation is unlikely to be achieved through threats. Heavy handedness puts people's backs up.

Failure to attend is discourteous and inconvenient but the few people who DNA will have no impact on reducing the time waiting for an appointment. What needs to be done is to employ more staff at whatever cost on a short term basis to get the time reduced. Patients deserve to be given more consideration over the waiting times for appointments. A prompt response to patients' concerns will lead to a better perception of the practice's effectiveness and can in some cases by the earlier detection of serious situations lead to more successful outcomes.

Fran Rose

Francoise D Rose

8 June 2018

PPG Display Week

4 June 2018 - Bill Rose at the PPG week Display:

- Very few people actually looked at the display.
- Of those who commented re service, some very positive, some critical
- One said he had been coming in for 11 years for twice yearly check-ups, medication etc and had never experienced any problems and was very pleased with the service.
- One commented she had had to wait since making an appointment on 1 May until the 4 June for her appointment and was unimpressed with the delay.
- Those who commented on the DNA proposal were mainly supportive - some suggesting it should be possible to fine people who did not attend and said not only was it discourteous but that somebody else could have had that appointment.
- There were criticisms re length of time to get through on the phone although some of these related to when the snow was on the ground and personnel may have been scarce.
- Several commented on the rather erratic opening speeds of the doors having nearly walked into them.

Sitting there for 3 hours manning the display gave me a clearer picture of how busy the surgery can be.

Bill Rose

William J Rose

8 June 2018

Next PPG Meeting has been re-scheduled for 18 July 2018 at 7.00pm at the Spilsby Surgery.

MAJ/150618