

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 18 July 2018
At The Surgery, Spilsby**

Present: Dorothy Dobson (DD)
Maureen Jarvis (MJ)
Jason Longstaff (JL)
Gill Clark (GC)
Pam Lancaster (PL)
Jane Strunin (JS)
Bill Rose (BR)
John Mercer (JM)

1. Apologies: Chris Holmes (CH)
Julie Rajput (JR)

2. Minutes of previous meeting

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

3. Matters Arising from the Minutes

DNA figures will be included in the Village Voice any day now – magazine is in print. It was suggested that DNA figures are included in local magazines every three months in the future. It was decided that monthly figures will be issued but at the end of three months the totals will be shown.

Two advertisements have been placed for a GP and Emergency Care Practitioner – no applicants for the GP post and a few for the Emergency Care Practitioner post. The current ECPs are still on site – it is early days yet but they are settling in. JS asked if the rising cost of Indemnity Insurance has an effect on recruitment but JL said it does not.

Query about shingles vaccination and JL reported that extra clinics are being held at the surgery to target the 1,500 patients who are eligible for the vaccination.

Still concern regarding E-Referral Service – a patient had requested an appointment and told to contact the service again if no appointment through in two weeks. On further contact the patients was informed that there was a waiting list of some five months. The CCG are meant to be commissioning a

proper service to enable practices to deal with these patients. Dr Howarth is involved with the CCG and trying to get the matter resolved. No further information at present regarding the chaplaincy service at the surgery: the surgery is awaiting approval to proceed. Since NHS has become involved a delay has been created.

4. GP Forward View

JL advised the meeting that this is now known as Primary Care Development. Next meeting is scheduled for 30 August 2018. Dr Howarth and JL will attend the meeting as well as representatives from over 30 practices, the CCG and NHS (England).

No further progress has been made on STPs.

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

A way forward has been agreed with the CCG. JL has today sent off the base line data which was requested and Dr Savory is signing off the paperwork. An advertisement can then be placed for two extra Care Co-ordinators and these posts will run for three years. The surgery will be paid quarterly in advance which make finances much easier to manage.

6. Feedback from LECCG Patient Council Meeting on 9 May 2018 re 111 service

CH had forwarded copy of feedback from LECCG to MJ who distribute to committee members prior to this meeting. In response to the question raised by CH at the LECCG Meeting asking who commissions the service and who to contact when complaints are received from patients when forced to use this service when in urgent need the meeting informed her that North Derbyshire CCG commission the service on behalf of the region and complaints should go to 111 Derbyshire Health United (DHU) in the first instance. Email to DHUL.ClinicalGovernance@nhs.net. Telephone 0300 1000 407. The committee members requested that CH raise concerns via North Deryshire CCG and at the next LECCG meeting. (Action: CH)

It was reported that a patient had experienced very lengthy delays when needing an ambulance for an ill relative. There was a waiting time of approximately four hours, problems with lifting the patients (weight limit of 10 stone can be lifted by two people), no ratchet chair on the ambulance, telephone call made to Fire Service who sent Fire Officer and then called a Fire Team out. In all it took approximately seven hours for the patient to be transported to Skegness Hospital – and ambulance crew had problems finding the hospital and had to be guided by the patient's wife. This is very alarming and there is a

major concern about getting ambulances for emergency purposes, as well as access problems re driveways.

7. Questions for next Patient Council Meeting

Hospital transport (111) still major concern and North Derbyshire CCG need to be contacted. Action: (CH via LECCG)

Concerns re E-Referral Service re audiology waiting lists. (Action CH via LECCG)

8. PPG Chairs' Meeting update

This meeting did not take place and is to be re-scheduled for a date in September 2018.

9. Health & Care Discussions re STP July 2018.

The dates for these meetings have been shared with committee members and are on the Surgery website and screen, and posters displayed. Local dates are:

12 July at Admiral Rodney, Horncastle at 09:30
17 July at Storehouse , Skegness at 09:30
19 July at Boston West Golf Course at 18:30
20 July at Louth Town Hall at 09:30

10. Out of hours pharmacy facilities

Concern re lack of information given to patients regarding out of hours pharmacy facilities. Recently Skegness Outpatient Dept prescribed some medication for a patient (out of hours) and told the patient to go to a local pharmacy but this was not open. It is believed that Morrisons have a pharmacy but this may be closed when the main shop is not open: Asda too offer a service but the nearest store to Skegness is based in Boston and similarly will not be open 24 hours a day. JL advised that the NHS inform surgeries of which pharmacies will be open during a Bank Holiday, but give no information on pharmacies who may offer a 24 hour service.

JL will email LCHS to advise them of the problems being encountered and to request pharmacy details so that patients can be directed to the right place.

11.Surgery Update inc DNA figures, dates for training, AGM and Flu Clinics

Message from Spilsby Surgery Participation Group (PPG)

CARE AND RESPECT

In **June 2018** there were **161 appointments** at the Spilsby Surgery "**LOST**" consisting of **139 single appointments and 11 patients missed two appointments.**

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

The Surgery will be closed between 12:30 and 16:00 on the following days for training purposes: 16 August 2018, 20 September 2018, 18 October 2018 and 15 November 2018.

The PPG hopes to be in a position to serve notice of the AGM date in the next Grapevine edition and on the Surgery website and screen.

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.

The Flu Clinics will be held all day on 22 September 2018 and half day on 6 October 2018. There are new vaccinations for those aged 65 or over, and for those aged 64 or under and they are due to be delivered bit by bit. Arrangements will be made nearer the time: orders are expected to be delivered every four weeks but dates are still unknown.

A problem with checking an on-line appointment was reported and JL with check this with TJ.

Dr Powell, Registrar, due to return to the surgery on 1 August 2018.

It was reported that a Mori Poll was recently carried out which showed that the total cost of DNAs to the NHS was in the order of £1,000,000,000. All involved in this poll thought a fine should be put in place for offenders. There is however a political reluctance to do this. The Spilsby Surgery is still keen to follow the suggested policy re DNAs and this will be discussed further at the Chairs' Meeting in September 2018.

The date of the AGM will be 10 October 2018 at 7.00pm at the Surgery. This date to be included in local magazines (Action: CH/GC/JS) and also on the surgery screen/website (Action: JL via TJ)

12.Promoting PPG Week

MJ to respond to virtual member who had a query. Next year the dates of PPG Week will be put on the website and screen in surgery.

13.Any other business

A committee member asked if a GP from the surgery should be invited to attend the monthly meetings. JL reported that within his role he is paid to come to the PPG meetings and does not also expect GPs to do so. GPs do attend the AGM. All matters which require attention from GPs are taken back to them by JL. It

was agreed by the committee that GPs would not be expected to attend these meetings.

It was reported that an applicant for a gun licence can ask a GP for a medical and pay for this without having to go via the Police.

Concern when a husband of a patient who had been discharged from The Pilgrim Hospital could not get her a prescription because the discharge notes had not been sent through to the surgery. GPs do not know whether medication has been stopped or started during a patient's stay in hospital and therefore cannot prescribe further medication without the correct paperwork. JL advised the meeting that the hospital should have given the patient 14 days' medication on discharge. If any committee members are aware of similar problems for patients they should please contact JL/the Surgery as a matter of urgency.

There is no meeting in August and the date of the next meeting is Wednesday 12 September 2018 at 7.00pm at Spilsby Surgery.

MAJ/190718