

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 12 September 2018
At The Surgery, Spilsby**

Present: Dorothy Dobson (DD)
Chris Holmes (CH)
Maureen Jarvis (MJ)
Jason Longstaff (JL)
Julie Rajpit (JR)
Pam Lancaster (PL)
Jane Strunin (JS)

1. Apologies: Gill Clark (GC)
Bill Rose (BR)

John Mercer is now unable to attend PPG Meetings due to personal circumstances and he has resigned. His support at the meetings he attended was much appreciated.

2. Minutes of previous meeting

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

3. Matters Arising from the Minutes

There has been no interest in the GP vacancy and no appointment made for the two ECP posts. At the present time there is no replacement for Dr Kuttappan.

It was agreed that there may be more impact if DNA figures were included every three months in local magazines. Next figures to cover DNAs for August, September and October and will appear in Grapevine in November 2018. CH will send information to GC once received from JL. JL will post information to JS. (Action:JL)

Chaplaincy (Non-Denominational) Service – JL has received an email with dates for discussions and hopes that this service will commence soon.

Final financial figures have been received from the CCG re the Care Co-ordinator posts. JL hoping to appoint and have successful applicants in post for 1 January 2019. The money is ring fenced.

Health & Care Discussion Meetings took place recently – CH attended the meeting in Horncastle and JS the meeting in Louth. JS reported that the speaker from the Stroke Society was very good and had a lot of knowledge to

share. CH reported that there is a lot of charity support. Discussions were not very lively or innovative. One problem was the fact that no-one seemed to want a Centre of Excellence, but to keep local hospitals. At one point at the meetings it was stated that Lincolnshire is considered to be a 'dead end' and doctors will not be able to make progress in their careers and this affects the appointment of new staff. It was stated that there needs to be some engagement with the Highways Department to improve the road systems and make travelling easier.

There is a campaign ongoing at present concerning documentation from hospitals not being completed on discharge – this is a purely a hospital problem and GPs cannot help. JL to update PPG at next meeting in November 2018.

Applicants for renewal/new fire arm licences can now get the certificate they need from their GP and send it with their documentation. The surgery is not aware of any changes – the system is working well with a 21 day turn round.

4. Primary Care Development update

JL unable to attend last meeting but will report back to the PPG in November.

5. Care Co-ordinators

This item was covered in Matters Arising.

6. Feedback from Patient Council Meeting on 8 August 2018

CH took two questions to this meeting but neither was answered as further information requested. That information was sought at this Meeting. There were two questions (a) the 111 concern was particularly concerned with time delay and attitude of 111 personnel re a catheter problem and (b) audiology waiting times for micro-suction. CH to resubmit questions. (Action: CH)

CH reported that there was a long presentation about Mental Health, Equality and Diversity Policies and the Lincs Referral Facilitation Service with effect from 1 October 2018 (which is run by OPTUM). JL said the new system will be monitored to see how it works. JL explained how the current system had worked and it was much more 'patient friendly'. CH asked who was ECCG responsible to and was told that Sam Millbank is presently the Accountable Officer for LECCG, and above her is NHS England.

CH had forwarded an email to the committee re proposed changes at Louth Hospital and a patient survey which closes on 10 October 2018.

CH will raise the matter that emails/ paperwork to Patient Council members via ECCG is being received very near or past deadlines; which makes it difficult to advertise or respond to events/ surveys etc.

7. Feedback from ULHT Paediatric & Maternity Services Meetings

CH attended meetings on 31 July 2018 and 20 August 2018. It looks as if the interim system will run until Christmas 2018. There are two more Meetings scheduled, 17 September 2018 and 6 November 2018. CH is intending to attend both. The system is working but there appears to be a problem with triage which is affecting accurate data re patients accessing the service. Recruitment is still an ongoing problem.

8. PPG Chairs' Meeting update

The next meeting is scheduled for 25 September 2018 and DD will report back to the PPG meeting in November 2018.

9. Surgery Update

Message from Spilsby Surgery Participation Group (PPG)

CARE AND RESPECT

In **July 2018** there were **156 appointments** at the Spilsby Surgery "**LOST**" consisting of **144 single appointments** and **6 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: 20 September 2018, 18 October 2018 and 15 November 2018.

DATE FOR YOUR DIARY

The AGM of the PPG is scheduled for 19:00 on Wednesday 10 October 2018 at the Spilsby Surgery. All patients registered at the Surgery are eligible to attend and will be made very welcome.

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 dates of the Flu Clinics have changed because of different vaccines for those 65 and under, and over 65. The new dates are 6 October 2018 and 17 November 2018 in The Franklin Hall, Spilsby. MJ has prepared a sheet listing various information/dates for patients and JL will update. Sheets then to be available in the surgery, in the library, and given to committee members to display in local areas. Arrangements are in hand for both clinics. MJ to meet with JL before first clinic to update PPG board. (Action: JL/MJ)

There are major concerns regarding the delays on issuing test results from cytology – currently this is 16 weeks which is frightening. DD to take this matter to the PPG Chairs' Meeting on 25 September 2018 with a view to a letter of concern being sent to Public Health as these delays constitute a 'clinical risk'.

There is a medical student at the surgery until 4 October 2018.

Dr Powell returned to the surgery in August 2018 for one year.

The Specialist Paramedic Pilot is ongoing.

A member of the Admin Team has resigned and is leaving the surgery on 14 September 2018. Interviews are being held this week.

A patient had referred their concern at the fact that on 3 September there were no appointments available with a GP or asthma nurse to book for October. JL responded by saying that the nurse who is qualified to deal with these appointments is on maternity leave, there is a backlog and the surgery has been unable to appoint an agency nurse. If the patient feels an urgency to see someone then it was suggested that they contact the Duty Doctor. (Action: MJ)

10. Drugs Amnesty

A Controlled Drugs (CD) Audit has been carried out and it has been decided to ask patients to check their cupboards/drawers at home and bring any unwanted drugs/medication to the Flu Clinic where there will be collection points and these items can then be disposed of.

JL to speak to dispensary to ensure that when the dosage of medication is changed the prescriptions are also changed. In some cases patients have to amend dosage of certain drugs when taking others.

The NHS has issued a sheet outlining some medications which are available from pharmacies and are not prescription items. (Sheet attached)

11. Independent Pharmacy Deliveries

Some members of the committee had received a leaflet about this and asked how it will affect the surgery. JL reported that Spilsby Surgery will not stop their deliveries under any circumstances

12. Carers Quality Award

CH reported that this was discussed at Patient Council Meeting. It is free to organisations and someone would be prepared to come to a PPG Meeting to discuss what is involved. JL said that at the present time staff were not experienced enough to take this up and be a Carer's Champion.

13. Arrangements for AGM

All arrangements are in hand. Dr O'Kelly and Dr Savory will attend, but Dr Howarth has given his apologies. MJ will ask IT Manager to put following notice on website and on display in surgery and MJ to take to library, to ensure correct procedure for joining PPG is followed. MJ will advise Virtual Members when notice on website. (Action: MJ)

NOTICE FROM PPG GROUP

If any patient wishes to join the PPG Group could they please notify Jason Longstaff, Practice Manager at the Surgery, in writing by FRIDAY 5 OCTOBER 2018?

The PPG AGM will take place at 7.00pm on WEDNESDAY 10 OCTOBER 2018 at Spilsby Surgery.

14. Any other business

JL advised the meeting that the Parkinson's Nurse is permanent and based in Louth.

MAJ/120918