

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 14 November 2018
At The Surgery, Spilsby**

Present: Chris Holmes (CH)
Maureen Jarvis (MJ)
Jason Longstaff (JL)
Julie Rajpit (JR)
Pam Lancaster (PL)
Jane Strunin (JS)
Gill Clark (GC)
Bill Rose (BR)

1. Apologies: Dorothy Dobson (DD)

2. Minutes of previous meeting

The previous Minutes were approved as a true record and signed by CH who chaired the meeting in the absence of DD.

3. Matters Arising from the Minutes

JL to forward DNA figures for October, November and December 2018 to CH/JS at the beginning of January 2019 so they can be included in local magazines. (Action: JL)

CH attended meetings re paediatric service at Pilgrim Hospital on 17 September 2018 and 6 November 2018 and reported that the interim model is still running and will continue to do so into the New Year unless there is a safety issue with staffing again. There is still a problem with recruiting staff. The big question is "are they waiting for the STP to discuss moving Children's Services?" Consultation possibly not until April 2019.

It appears that Capita are still not dealing efficiently with recalls for smears etc. JL advised the meeting that the Spilsby Surgery do ensure patients are recalled.

JL attended the PPG Chairs' Meeting on 25 September 2018 where it was agreed that a letter would be put together, and with DD's signature it would be sent to raise our concerns. MJ to meet with DD to see if any progress on this matter and CH to raise at Patient Council Meeting on 28 November 2018. (Action: MJ, CH)

The Parkinson's Nurse who is based in Louth has a huge area to cover. There was initial funding for this post, and it was then to be funded through the CCG to

be based in Louth and deal with as many patients as possible within the CCG area. Concern was expressed at the work load of the Parkinson's Nurse. CH to take this matter to the next Patient Council Meeting and request an update on the current situation. (Action: CH)

Carer's Quality Award – JL informed the meeting that at the present time staff are not experienced to take part in this, but it may be considered in the future.

4. Nominations for Chair, Vice Chair and Secretary

Chair – DD was willing to stand again as chair if nominated.

Dorothy Dobson (Proposed by GC; Seconded by BR)

Vice Chair – Christina Holmes (Proposed by MJ; Seconded by JR)

Secretary – Maureen Jarvis (Proposed by CH; Seconded by PL)

5. Primary Care Development

JL informed the meeting that the next meeting to discuss this matter is on 22 November 2018 and he will give feedback to the PPG meeting in January 2019. Agenda item. (Action: JL and MJ)

6. Update on Care Co-Ordinators

There had been a large number of applicants for these posts with seven candidates being interviewed. Two candidates, who are both very experienced were selected and have accepted the posts. They will commence employment on 2 January 2019 with one being based at Old Leake Surgery and one at Stickney Surgery. Spilsby Surgery will act as the lead employer. These posts will run until March 2021 when further funding will be sought. Spilsby Surgery still has their Care Co-Ordinator. There is now a team of three.

7. Feedback from Patient Council Meeting

The next Patient Council Meeting is due to take place on 28 November 2018 and CH will give feedback to the PPG Meeting in January 2019. (Agenda: MJ)

CH is awaiting replies regarding the questions about audiology and 111 and will chase this up again at the November 2018 meeting. (Action: CH)

CH and JS both attended the Annual Public Meeting of the LECCG on 27 September 2018 which had a "strange" format for an AGM.

JS expressed concern about hearing aids which have been prescribed by local providers (not Specsavers) and with which patients have experienced many problems. Specsavers do have a contract and there has been good feedback on

their services. GC reported that a lot of the problems with the hearing aids are related to them not being tuned in properly, and with help they can work very effectively.

Lincs Referral Facilitation Services was mentioned – this is provided by OPTUM but they are not covering all specialities. JL advised the meeting that if a GP refers a patient for a consultation via OPTUM there should only be a two week wait between the patient receiving a card from the GP and getting an appointment through OPTUM. Agenda item for January 2019. (Action: MJ)

8. PPG Chairs' Meeting update

The problem with cytology has been covered in item 3 above.

The next meeting is scheduled for 10 December 2018 and feedback will be given at the PPG Meeting in January 2019.

9. Surgery Update

- Dr Hansford joined the Practice on 1 November 2018 and is working for three days a week
- Dr Simpson will be back at the Practice for one year from 5 December 2018
- The paramedics are still with the Practice
- A medical student is with the Practice until the end of December 2018
- There is a shortage of space at the surgery and JL still awaiting an update on the new development in Spilsby, including a new Surgery.
- Flu Clinic running all day on Saturday 17 November 2018 in the Franklin Hall for those nearly 65 and those 65+. 1,300 patients are expected to attend.
- JL reported that patients under 65 did not want to have the flu vaccination and there was an uptake of 300 out of a possible 1,200.
- There is a full admin team in place and the nurse who was on maternity leave has now returned to work.

10. OPTUM

This was discussed in item 7 above.

11. Any other business

JR reported a problem regarding the date of a procedure to be carried out at Boston West. JR to provide further information to JL who will investigate. (Action: JL)

Discussion regarding Extended Access Services and Minor Injuries Service at Horncastle Medical Centre – this is part of the 111 service. For the Extended Hours Service patients have to contact Spilsby Surgery to have an appointment made or may be signposted by NHS111. CH to take Communication by ECGG re Minor Injuries Service to the Patient Council Meeting for clarification. (Action: CH)

It appears that there have been a lot of comments in professional press regarding the MMR vaccination – parents are opting not to take up the offer of the vaccination for their children. Apparently there has been a lot of information on the internet, but JL reported that the uptake in Spilsby Surgery is about 99.9%.

Discussion about the difficulty of removing bottle tops from certain medications – this is often difficult for patients with arthritis or health problems. JL stated that if patients have problems with bottle tops they can ask staff in the dispensary to open them for them.

The meeting felt that the dispensary was working very well at the present time with prescriptions being ready on time.

The meeting closed at 8.45pm.

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