

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 9 January 2019
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)
Gill Clark (GC)
Bill Rose (BR)

1. Apologies: None

2. Minutes of previous meeting

DD thanked CH for chairing the meeting held on 14 November 2018. The Minutes were approved as a true record and signed by CH who had chaired the meeting.

3. Matters Arising from the Minutes

CH has been attending the paediatric meetings at Pilgrim Hospital and reported that there were approximately 50 attendees at the last meeting. The next meeting is scheduled for 17 January 2019 but CH is unable to attend that one. It appears that the interim model is continuing.

Carer's Quality Award – JL reported that progress is being made towards applying for this award: possibly an application will be made in the next few months.

4. Primary Care Development

JL informed the meeting that the meeting scheduled for 22 November 2018 had been cancelled. The next meeting is due to take place towards the end of January 2019.

5. Update on new development/surgery

JL attended a meeting where the CCG gave their seal of approval to the development. JL has a further meeting with the developers and East Lindsey District Council Planners in January 2019.

6. Lincs Referral Facilitation Service

This service appears to be working really well and JL reported that no negative feedback has been received regarding appointments.

7. Feedback from Patient Council Meeting on 28 November 2018

CH attended the meeting and stated that Sarah Southall took the chair for this meeting.

The concerns regarding the 111 service and E-referrals for audiology, including ear suction were discussed but no further information was provided. CH to take these concerns back to the next meeting and will ask for an update on what is being done to resolve the current situation and what is the time scale for appointments for audiology?

The concern re cytology continues. A letter was due to have been sent from the PPG Chairs' and signed by DD. Unfortunately no letter was ever prepared. Sarah Southall was to contact DD. Perhaps there should be some standing orders for the PPG Chairs' Meeting which will address this situation in the future. CH reported that following discussion at the meeting it was stated that the PPG did not need to escalate all matters to the Chairs of Chairs group. CH to check Patient Council Minutes to ensure this response received had been minuted.

The Parkinson's' Nurse is very successful but does have to cover a very large area. JL had asked if further surgery-based training can be carried out: this was taken on board and Sarah Southall to ask Contracting Department to provide update on the Parkinson's nurse.

CCG suggested communicating re minor injuries service via social media, CCG releases and LA partners – further information is being sent to local practices.

Jean Hill was successful in being elected as Vice Chair of the Patient Council – she will not be remunerated.

An Acute Services Review, with consultations, will take place between February and April 2019.

The next Patient Council Meeting is scheduled for 27 February 2019.

CH reported that the meeting also discussed RESPECT (Recommended Summary Plan for Emergency Care and Treatment) and the Extended Hub Access Service was discussed at length and looking for future additional locations.

There was further promotion of the Horncastle Minor Injuries Unit.

CH to ask what the organisation for Lincs CCG will "look like" from 1 April 2019?

8. PPG Chairs' Meeting update from 10 December 2018

This meeting was cancelled. The next meeting is scheduled for 11 February 2019.

9. Surgery Update inc DNA figures

The following information to appear in local magazines:

In **the final 3 months of 2018** there were **551 appointments** at the Spilsby Surgery "**LOST**" because **536 people** failed to turn up and had not cancelled.

In **October 2018**, 193 appointments for 190 people were "lost." A slight improvement in DNA (Did Not Attend) figures for **November 2018** with 177 appointments for 173 people but an increasing trend again in **December 2018** when 181 appointments for 173 people were "lost." These figures equate to approximately one week "lost" for each month taking into account Bank Holidays during this period.

We are aware that DNAs are a national concern, but with your help, our surgery could buck that trend and show care and respect for the professional staff and all patients.

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

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.

Care Co-ordinators commenced employment on 2 January 2019 – there is now one at Spilsby, Stickney and Old Leake. The new employees are settling well into their roles. The posts will be in place for 2 ½ years, following funding guaranteed for 3 years.

Flu vaccines – over 65s have used all the stock. However for the under 65s there are about 1,000 vaccines which have not been used. Only 10% of this stock can be returned to the manufacturer and a refund received. The vaccine expires on 31 March 2019.

At the end of October 2018 an expression of interest was made by the Practice to take part in the Practice Nurse Development Programme which develops skills

over a year. The application was successful and further information is awaited. It is anticipated that this programme will commence on 1 April 2019.

There will be another Registrar (female) at the Practice from February 2019 – ST1 so she will be returning after year 3.

Another Registrar will join the practice in August 2019 – ST2 and back again the following August.

There are many more appointments available on line at the present time due to new staffing. The PPG sent their congratulations to all staff at the Practice as all seems to be running very smoothly and efficiently.

A new telephone system has been installed, with fewer options, and this appears to be a more patient friendly, understandable system; confirmed by comments from PPG members.

10. INR/Warfarin

JL reported that at the end of December 2018, having evaluated the warfarin services, it has been confirmed that it is no longer viable to run this service. New treatments which are safer are being introduced all the time. In order to provide warfarin services it is necessary to have a fully qualified GP/Nurse/Staff who have to be trained in Birmingham, as well as an expensive piece of software being purchased. 85 patients would be needed to require this service for it to be viable. There are now only 70 patients, and this is reducing by two patients per month, so warfarin services will not be provided at the Practice with effect from 30 April 2019.

The CCG have developed a new service from 1 April 2019 and Dr Howarth has been working very closely with them. The service is to be delivered within the Practice and it will be financially viable. It will include new treatments/options (as well as warfarin). JL reported that the insurance costs alone are extremely high for warfarin.

11. Review of Terms of Reference

PPG members to consider the current Terms of Reference and discuss this matter at the February meeting. (Action: MJ- February agenda item)

12. Any other business

DD has been invited to attend a meeting at Louth Hospital as some Practices are trying to develop PPGs. JL stated that Practice Managers also need to be involved in this meeting.

After a cataract operation it was reported that the eye drops prescribed for post care treatment were not sufficient in number and JL said he was aware and was looking to resolve the matter.

A committee member expressed gratitude for excellent health treatment recently – all systems seemed to link together to ensure a smooth process. It was confirmed that if treatment is carried out at a hospital the Practice should receive a letter about it within seven days.

It was reported that a patient had had their medication changed 'mid cycle' of the prescription period and this had caused a problem when ordering new medication with current medication. JL stated that the GP dealing with a patient will ensure that all medication and prescription dates are in line.

It was confirmed that there is a private Foot Health Care professional based at the surgery twice a week – this person is not a podiatrist.

The next meeting is scheduled for Wednesday 13 February 2019 at 7.00pm.

The meeting closed at 9.00pm.

MAJ/100119