

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 13 March 2019
At The Surgery, Spilsby**

Present: Dorothy Dobson (DD)
Chris Holmes (CH)
Maureen Jarvis (MJ)
Jason Longstaff (JL)
Jane Strunin (JS)
Bill Rose (BR)

1. Apologies: Gill Clark (GC)
Julie Rajput (JR)
Pam Lancaster (PM)

2. Minutes of previous meeting

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

3. Matters Arising from the Minutes

Interviews for the position of Chief Executive were held on 14 February 2019 but the name of the new post holder is not yet known.

4. Primary Care Development

There was a meeting after the Executive Meeting last Thursday, 7 March 2019, with six practices represented and a representative from Old Leake Medical Centre which is currently in the Boston locality. The meeting was very positive. There will be a new network contract which is encompassed in the GP contract with effect from 1 April 2019: the contract looks pretty good at the moment although a little sketchy regarding hours, service provision etc. A further meeting is scheduled for 17 April 2019 to move matters forward.

5. Update on new development/surgery

No further update since the PPG Meeting on 13 February 2019.

6. PPG Chairs' Meeting update

A positive meeting took place on 26 February 2019 but neither JL nor DD have yet received any minutes. The main concerns at the meeting were DNAs and staffing. There is another meeting in a couple of months.

7. Feedback from Patient Council Meeting on 27 February 2019

CH attended this meeting and fed back as follows:

- Audiology waiting lists including ear irrigation. The Commissioning Manager was asked to provide an update but this was very sketchy with regard to responsibility for providing the service and timescales for appointments. Attendees were given a list of surgeries that do not provide ear irrigation services.
- Cytology – the concern regarding tests and delay in patients receiving results was taken to the meeting. A letter was intended to be sent from the PPG Chairs Group but this was never prepared for the Chair to sign. Members present at the Patient Council Meeting were told that individual PPGs could send letters of concern if they wished to do so. It appears that the Minutes have been amended stating the above. Fortunately current test results are being received in two weeks so the problem seems to have resolved itself.
- There was no definitive answer to the question regarding the Parkinson's Nurse, except the figures and area being covered currently by one nurse. Matter was being looked at re capacity and demand, but no timescale.
- In response to the question asking what the organisation for Lincs CCG will look like from 1 April 2019 the meeting was advised that an Accountability Officer has been appointed across all four CCGs but the name of the successful candidate has not yet been released. That person will create the "structure" for the future.
- CH raised the question of the ULHT Carers Badge and was advised that the scheme has been in place for some three years and if a patient is admitted to a ward it is up to the Ward Sister to agree if a carer meets the criteria for a badge. There should be more communication regarding this item so carers are aware of the scheme.
- Other matters discussed had been Equality and Diversity, Neighbourhood Teams and the Pain Management Service (Connect Health) from 1 April 2019.
- CH stated that there was an element of concern that not all agenda items for this meeting were discussed following lengthy oral feedback from PPG members and too many presentations. No minutes of the meeting held on 27 February 2019 have yet been received.

8. Surgery Update

JL reported that following the death of a patient a relative returned some medicines to the surgery: this included 125 bottles of a liquid in 300mg bottles and 78 packs of medication (in packs of 50) – all untouched. The total cost of this returned medication equates to the incredible sum of £1,293.27!! (excluding the cost of disposal, costs to the NHS and dispensing fees).

A new nurse undertaking the GP Nurse Programme will be joining the Practice on 25 March 2019 and will be in post until November 2019. She has been a qualified nurse for seven years and will be training to be a Practice Nurse.

Regarding warfarin the Practice is waiting for the CCG to see what service is in place: the Practice has offered to provide the service required but the CCG would have to pay the costs. There are still 72 patients requiring this service.

Dr S Savory has replaced Dr J Howarth on the Lincs CCG (Skegness/Coastal Area), and Dr J Howarth will now be working with McMillan - Living with Cancer.

'Bundled services' – various services were stopped because of the cost of delivering them. An amount was offered to the Practice but it can still not afford to offer the services, although if the funding formula were changed the Practice could probably afford to do so. From 1 April 2019 funds should be available to be paid on a weighted basis and then the various services can re-commence, ie ear irrigation, 24 hour BP monitoring, 24 hour ECGs and spirometry.

An initial series of engagement events known as Healthy Conversation 2019 have been arranged during March 2019 to share information with a wide range of stakeholders. Further information can be obtained on the website <https://www.lincolnshire.nhs.uk/healthy-conversation>.

LECCG are inviting patients, NHS staff, partner organisations and interested members of the public to give their views on potential proposals for changing current primary legislation relating to the NHS. It is possible to implement the NHS Long Term Plan without primary legislation but legislative change could make implementation easier and faster. If anyone would like to take part in the survey, please follow the link below. The deadline is **25 April 2019**.
<https://www.engage.england.nhs.uk/survey/nhs-long-term-plan-legislation/>

9. Carers' Award Scheme

JL will discuss this with Georgia. CH gave JL contact details for Eve Roach who can help with Carer Awareness training. **(Action: JL)**

10. Review of Terms of Reference

Amended Terms of Reference agreed by the PPG Committee.

11. Flash Glucose Monitoring Device

This is a secondary care matter and the Practice is not involved. Those patients with Type 1 diabetes would need to be referred to the Diabetic Nurse or any concern raised at any diabetic review for a referral to be made.

12. Any other business

Some patients have stated that they have trouble hearing the announcements over the PA system. **(Action: JL)**

Some patients feel that the music is played too loud in the waiting room.

When a patient checks in for an appointment the system does not inform them of which room they will be going to. However this is not a problem as the GPs come to collect the patients from the waiting room.

An application had been received from a patient wishing to join the PPG. The constitution states that any prospective new members are considered in September and a decision made at the AGM in October. DD to contact the patient in question.

The chaplaincy service is working well – one chaplain attends every other Tuesday and one every other Wednesday. Appointments are made through the reception.

PPG Week – this is scheduled for 10 – 15 June 2019.

The meeting closed at 9.10pm.

The next meeting is scheduled for Wednesday 10 April 2019 at 7.00pm.

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