

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 11 September 2019
At The Surgery, Spilsby**

Present: Dorothy Dobson (DD)
Maureen Jarvis (MJ)
Jason Longstaff (JL)
Jane Strunin (JS)
Pam Lancaster (PM)
Julie Rajput (JR)

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

2. Minutes of previous meeting

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

3. Matters Arising from the Minutes

JR stated that she had telephoned the Practice and given apologies for not attending the July meeting.

In response to a question from JS, JL reported that there was no update on support for diabetic patients. JL suggested that patients with problems could contact the non-denominational chaplain based part-time at the Practice. There is a possibility of a counsellor, funded by the NHS, being able to come to the Practice to provide support.

CH was concerned (data protection) that news of staff members at the Practice who had recently given birth was included in the Minutes. JL felt that patients were aware that these staff members had been pregnant and would probably be glad to hear the good news.

Extended Hours commenced on 1 July 2019.

A Social Prescriber is coming into the Practice and seeing patients.

There has been no feedback from the visit by Health Watch on 15 July 2019.

JS attended the Health Watch AGM where Glenn Garrard who is in charge of social care budgets gave the opening speech. There is still much concern regarding the patients who qualify for support, and who are not receiving it at

the present time. Concern was expressed regarding certain areas which are now dealt with by LCC and not the NHS.

JS provided JL with some leaflets regarding Parkinsons, and also a contact based at Hope Links, whom JL will contact, as she seems very aware of the problems regarding patients requiring assistance. (Action: JL)

4. Update on new development/surgery

No further update – still waiting for the Architect and Developer to proceed. Hopefully this development will have gone to planning by the end of 2019.

5. Surgery Update inc Flu Clinics

JL advised the meeting of the following:

The Flu Clinic scheduled for Saturday 14 September 2019 for the over 65s will run as planned. However the Flu Clinic scheduled for Saturday 5 October 2019 has been cancelled due to delay in receipt of the vaccines. Delivery of 210 vaccines expected in early October 2019, 180 in late October 2019 and 210 in November 2019. Patients to make appointments to have the vaccinations at the Surgery.

Cathy Hill has returned to the Practice and is working in the Reception.

Due to the high demand for appointments for the Diabetic Clinic an agency nurse is being employed for two days a week from November 2019 – she currently works for one day a week.

6. Feedback from Patient Council Meeting held on 28 August 2019

CH reported that a Pain Management Presentation (Connect Health) had been shown at the meeting, following which much discussion took place especially about the location of the hubs and clinics (spokes) and transport difficulties for patients to attend these sites. There are more patients than anticipated who need support/help and there are not enough specialist staff in place to deal with these. They are looking for more sites and are actively recruiting staff/clinicians so services can be provided for patients. DD will raise this issue at the next PPG Chairs' Meeting. (Action: DD)

The Minutes from the Patient Council Meeting should have been distributed within two weeks of the meeting, but they have not yet been received.

There was a presentation regarding Neighbourhood Teams (funded by the CCG) to explain how this was linked to Surgeries. There was talk of receptionists being trained as Care Navigators – such training has already taken place at the

Spilsby Practice. DD to raise this issue at the next PPG Chairs' Meeting. (Action: DD).

CH was informed that a letter to support the capacity of the Parkinson's Nurse had been sent on 8 August 2019 by the Patient Council. (Action agreed at 25 June 2019 Patient Council Meeting.) A Business Plan is being raised and that ULHT are looking to share the practice across Lincolnshire.

There was tabled Report on Healthy Conversation 2019 Campaign.

There had been a Meeting planned for 4 September 2019 regarding the place of the Patient Council and other Committees in the light of there being only one CCG.

7. ULHT Children's & Maternity Services at Pilgrim Hospital

CH attended the meeting in July 2019 and reported that there was no-one from Lincs East CCG at the Meeting. There is a new team in place and they are looking at a short stay facility where children can stay a little longer or overnight depending on capacity at the hospital. There was a CQC inspection in June 2019 – the current model to be reviewed to meet the local needs of children, and then a further CQC visit. Very little information given following the inspection, i.e. areas for improvement. No date for the next Meeting has yet been given.

8. PPG Board

JL to update the board in readiness for the Flu Clinic. (Action: JL)

9. Date of AGM

The AGM will be held on Wednesday 9 October 2019 at 7.00pm. JL will ask Tim Jackson to display information on the screen in the surgery and also on the website. JL gave his apologies for this meeting and Maddie Marchbank will attend in his place. It is hoped that the three partners will all attend the meeting.

PL informed the meeting that she will be resigning from the PPG following this meeting.

10. Flu Clinics

This item was covered in Item 5.

11. Any other business

JS raised the concern that there seems to be some problem with the availability of certain drugs. This is sometimes due to the 'packaging' arrangements of

various drugs companies. The matter regarding drug availability generally has been raised with the CCG and it is believed that this problem has been resolved.

JL expressed some concern at 'health advice' which had been included in The Five Parishes Magazine. (Action: JL)

JL had received a letter from a patient who was concerned about the quantity of drugs/medicines not used by patients – i.e. patients who regularly request everything on the repeat prescriptions when they do not need them. This has been a concern of the Practice for some time and is constantly being addressed. JL had replied to the patient.

DD expressed her thanks to PL whilst being a member of the PPG.

The meeting closed at 9.00pm.

The next meeting will be the AGM on Wednesday 9 October 2019, 7.00pm at the Surgery.

MAJ/120919