

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 19 February 2020
At The Surgery, Spilsby**

Due to the cancellation of the January 2020 meeting it was agreed prior to this meeting that the agenda for the January 2020 meeting would be followed and that any new matters would be covered under Any Other Business.

In the absence of DD, CH (Vice Chair) was asked to chair this meeting.

Present:

Chris Holmes	(CH)
Maureen Jarvis	(MJ)
Jason Longstaff	(JL)
Jane Strunin	(JS)
Gill Clark	(GC)
Bill Rose	(BR)
Julie Rajput	(JR)
Angela Pountney	(AP)

1. Apologies: Dorothy Dobson (DD)

2. Minutes of previous meeting

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

3. Matters Arising from the Minutes

None

4. Update on new development/surgery

JL has had a meeting with the developers and showed the committee a sketch plan of the proposed new surgery, which was very impressive and much bigger than the current premises. This sketch plan now has to be fully costed by the builders. JL shared suggestions from the current surgery with the architect before preparation of the sketch plan, and these were taken into consideration.

5. Surgery Update

JL apologised for the cancellation of the January meeting due to personnel circumstances.

JL advised the meeting as follows:

There has been some concern amongst patients contacting the surgery regarding coronavirus – this has settled down now and there is no further worry.

The Practice has received a "Cancer Care Award" – the committee congratulated them on this recognition.

All the Registrars have settled in well and are getting on nicely.

Dr Ojo (Registrar ST3) is with the practice until July 2020.

Dr S Adedibu (Male) and Dr F Dumitru (Female) are both on the on-line appointment system.

Rachel Wren is returning to the Practice as a Treatment Room Nurse.

Claire Russell will be commencing training on 1 April 2020 on a one year Nursing Course.

Dr Handsford is still on Maternity Leave.

6. Communication between 111, Ambulance Service and District Nurses (Community Nursing Team)

There was much discussion regarding concerns about the communication between the 111 Service, Ambulance Service and the District Nurses. It was reported that recently it took some hours before an issue that needed dealing with was resolved. Healthwatch has been informed of this unsatisfactory "service" and it was suggested that PALS are involved also. CH will take this matter to the next Patient Council Meeting and ask to whom do we take a complaint with reference to communication or **rather lack of communication** between 111 and other services such as Ambulance and District Nurse team etc.? **Action: CH**

7. Concern with role of District Nurses (Community Nursing Team)

Concern was also expressed regarding someone who had had surgery in Nottingham and after their return home had to have a drain removed. It appears that there is no-one local to carry out this procedure and the patient had to go all the way to Nottingham for it to be done. CH to take this matter to the next Patient Council Meeting to ask for an explanation as to the role of the District Nurses (Community Nursing Team) under the LCHS commissioned contract - i.e. what are the nurses allowed to do/not to do? **Action: CH**

8. Any other business (including any new issues to be brought to this meeting)

Following a meeting with HopeLincs attended by Dr Savory, JL met with Pauline Mountain (Independent Consultant) to talk about health in the community and what the community can do to support itself better regarding its health. A further meeting was held which resulted in 'Communitree' being developed. An invitation event is to be held in the Conference Room in the Franklin Hall in

Spilsby on Tuesday 21 April 2020 from 9.30am to 1.00pm and representatives from the community/local organisations/schools are to be invited to ensure a cross section of the community is in attendance. Provisionally, there is to be a follow-up open event on 20 May 2020.

BR is now a member of Spilsby Town Council and is happy to take ideas from the PPG/Practice to the Town Council for discussion.

JL informed the meeting that the funding for the Care Co-ordinators runs out on 31 March 2021. It is hoped that further funding will be available to ensure these valuable roles continue and an early business case is being prepared. Very positive comments have been received regarding the role of the Care Co-ordinators and the excellent work they carry out with patients in the community.

Further discussions regarding the Parkinson's Nurse and no progress seems to have been made for some time. Update from Patient Council January 2020 was that a business case was being prepared with a gap analysis covering the whole of Lincolnshire in readiness for 1 CCG from April 2020. CH to take the concern back to the next Patient Council Meeting of LECCG area losing the valuable service already established here. **Action: CH**

JS has attended a Healthwatch event regarding the pain management service, Connect Health, commissioned by ECCG which it is reported is not a very good service and seems to offer very little help to patients.

CH attended a presentation by Connect Health at the 29 January 2020 Patient Council Meeting which included a power point with some of the slides out of date. A report had been presented to Health Scrutiny in January 2020 but this did not reflect some of the issues discussed at the meeting. CH to take this matter back to the next Patient Council Meeting and mention the inadequacy/ concerns around the service and the problems with public transport in reaching the venues. Patients were reporting a feeling of nowhere/ no one to go to once main thrust of psychological assessment/course been concluded. **Action: CH**

There was some discussion about visits to A&E and Urgent Care at The Pilgrim Hospital and how it was managed - experiences seemed to vary.

GC reported that she has received good feedback regarding the local chemists and the dispensary at the Practice. JL stated that more drugs were now coming through and this meant there were less problems when dealing with prescriptions.

BR stated that a number of pharmacies across the country were closing down and companies like Morrisons, Tesco etc. were dealing with the delivery of prescriptions to some patients in various locations. Smaller pharmacies cannot compete with larger companies who can offer items cheaper. JL reported that the Practice have a very positive relationship with the local pharmacy.

It appears that the minutes of the PPG Chairs' Meeting which was held on 17 December 2019 have not been received by the Patient Council Meeting members. JL to chase up minutes. The next Chairs' Meeting is scheduled for 25 February 2020. **Action: JL**

There appears to be some problems with the Lymphoedema Clinics which are provided by LCHS in Skegness and Louth: there is a long waiting list. JL to investigate. CH to take this issue to the next Patient Council Meeting. **Action: JL and CH**

CH read out a message from Liz Ball, Chief Nurse, Lincs East CCG:

"We would like to thank our Patient Councils for the valuable contributions they have given to the CCG over the last few years, as we move into the New Lincolnshire CCG we recognise that it is an on-going challenge to hear the voices of our communities and are committed to ensure that the voice of the Lincolnshire population is heard and acted upon including the seldom heard.

Just to clarify we will be supporting the Patient Councils in each of the individual localities going forward and would like to ask that you continue to support us with this important work to enable us to capture wider public views and opinions."

CH advised the meeting that the next Patient Council Meeting is scheduled for 25 March 2020.

The meeting closed at 9.15pm.

The next meeting is scheduled for Wednesday 11 March 2020 at 7.00pm.

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