

**Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 13 September 2017
At The Surgery, Spilsby**

Present:	Dorothy Dobson (Chair)	(DD)
	Maureen Jarvis	(MJ)
	Jason Longstaff	(JL)
	Jeanette Amaral	(JA)
	Julie Rajput	(JR)
	Chris Holmes	(CH)
	John Mercer	Visitor
	Vanessa Sumpter	Visitor
	Jane Strunin	Visitor

DD welcomed the three visitors to the meeting and everyone introduced themselves.

1. Apologies: None

2. Minutes of previous meeting

The previous Minutes were approved and signed.

3. Matters Arising from the Minutes

JA attended the Neighbourhood Plan meeting on 15 July 2017 which was held at The Franklin Hall.

The Good Neighbour Scheme launch is scheduled for 7.00pm on 15 September 2017 in the Methodist Church, Spilsby.

JL has also been involved in the Neighbourhood Plan work and informed the meeting that David from The New Life Centre has collated all the comments made and has discussed these with JL today (13 September 2017). Five areas have been taken and the theme from each has been broken down into five points. A leaflet is to be produced and published so that local people are aware of what is proposed and happening in the area. Various works are being planned for the town.

4. General Practice Forward View

DD attended a CCG meeting today and reported that there was a feeling of 'despondency' at the meeting. DD asked if there was any money available now

and if it is extra and has to be bid for is it ring fence? DD was informed that the Chief Finance Officer was dealing with this matter.

The surgery are challenging the figures. Money is currently with NHS England. JL reported that 30 surgeries are very close to having a 'vote of no confidence' in the CCG. There are major problems with ULHT with massive waiting lists for appointments. Some surgeries are closing and doctors are under a lot of stress – there is no support from the CCG to practices and as a result patients are suffering. This matter can only be helped by 'patient power'. Hospitals need to see patients to make money and provide the services needed. It is felt that the patients of East Lincs get a sub-standard service compared to the west of the county.

CH attended the 22 June 2017 Patient View Meeting where numerous queries and concerns were addressed (please refer to copy minutes issued to committee) and generated a lot of discussion at the meeting with everyone experiencing the same problems.

DD reported that there is a new Media Officer in place to whom she has spoken and he seems positive in supporting PPGs. This person is employed by Optum.

The CCG Chairs' Meeting is usually attended by several chairs so this would be the best place to raise issues and concerns and to become very assertive. DD will take our concerns to the next meeting. (Action: DD)

JL stressed that **'If patients are referred to hospital and do not hear with an appointment date they must go back to the Surgery who will chase up the appointment'**. This message to be displayed on PPG board for Flu Clinics and on the screen in the surgery. (Action: MJ)

5. Update re Parkinson's Nurse

JL still awaiting further information from the CCG.

6. Update from ULHT

The current Trust Chair has resigned and advertisement out for replacement.

The ULHT AGM is due to be held at the Sincil Bank Conference Room, Lincoln, on 22 September 2017 at 3.00pm. CH is hoping to attend.

7. Referrals

The concern re referrals has been covered in no.4.

8. Lincs East CCG Patient Council feedback

CH presented paperwork as follows:

Members reminded that they had been circulated with Maternity Transformation Programme for Lincolnshire Report and Lincolnshire's Vision for Maternity Services.

Email from Claire Hornsby, Lincs East CCG, re NAPP and asking some questions of PPGs in the area. Spilsby PPG did join NAPP but felt it was a waste of money with little benefit. It would be better to form a local group for East Lincs. (CH to feedback to Claire Hornsby for 5 October 2017 Patient Council Meeting.)

Email re Pain Workshop Meeting in Woodhall Spa on 20 September 2017 – JL to display notice in surgery. There is also a survey which can be completed at <https://www.surveymonkey.co.uk/r/X33SGVG> (Action: JL)

Email from NHS Lincs East CCG with invitation to attend the Annual Public Meeting on 28 September 2017 at The Dower House, Woodhall Spa at 2.00pm. CH has booked ticket to attend.

At the next LECCG Patient Council Meeting on 5 October 2017 CH will raise the following matters: (Action: CH)

NAPP
Parkinson's Nurse
DNAs

JL to update CH re Parkinson's Nurse and DNAs before the meeting. (Action: JL)

9. LECCG Annual Public Meeting. .

Covered in no. 8.

10. Surgery Update

DNAs in July 2017 = 140 appointments; 131 patients including 9 patients who had 2 DNAs

DNAs in August 2017 = 119 appointments; 114 patients including 5 patients who had 2 DNAs

(CH had sent a report for inclusion in Church Grape Vine Magazine.)

This is a persistent concern and in fact some clinicians telephone patients who do not attend their appointments. The surgery is powerless to do anything about these DNAs. On occasions telephone calls have been made and patients have sometimes moved and not informed the surgery, or changed mobile numbers and again not informed the surgery. Currently when speaking with patients making appointments the reception staff are checking their details, i.e. address and telephone numbers to ensure all records are up-to-date.

Dr Shuro (ST2) is going on Maternity Leave at the end of October 2017.
Two new Registrars (ST2) are joining the practice in December 2017.
Dr Powell and Dr Simpson (ST3 Registrars, both female) return in August 2018 for a full year.

There is still a major problem in recruiting Registrars in Lincolnshire despite the £20,000 incentive.

JL reported that the new reception team are working well so far and settling in.

The Dispensary is moving forward and output is being monitored.

There has been a problem with the provision of some drugs and this has arisen due to the fact that two generic drug manufacturers have been stopped from producing certain drugs. If others are unable to provide these drugs there will be further problems. Alternative drugs will be made available to patients when this problem arises, even if the drugs are much more expensive.

11. Consortium Update

Covered above.

DD raised the issue of telephone numbers (DD explained this matter to the three visitors regarding the 0845 telephone numbers used by CCG). DD advised that it would be a good idea to write to the CCG and point out this matter. (Action: DD).

DD also reported on Medical Hubs

12. AGM Arrangements for 11 October 2017

CH has sent details regarding the AGM to the Church Grape Vine Magazine. Posters to be displayed on PPG Board/Halton Hologate Parish Council/Library – JA has template and will amend and send to CH as soon as possible. JA to also send to MJ for future use. (Action: JA)

CH suggested that it might be preferable to hold future PPG Meetings at the Surgery – easier for local people to walk to the surgery. All agreed that this would be more convenient. Thanks to DD for holding meetings at her home for some years.

JL stated that it is important that patients are involved in the PPG and are aware of what is happening – we are going through some difficult times at present. The PPG represent the community and need to be aware of the problems ahead of us.

13. Any other business

Flu Clinic on 7 October 2017 in the Franklin Hall, Spilsby from 9.00am- 5.30pm.

Members to advise DD if they are able to assist.

MJ to meet with DD to arrange PPG display boards.

AGM fliers to be issued at the 7 October 2017 clinic

DD and MJ to cover 7 October 2017

CH to cover 25 November 2017 clinic (09:00 to 12:30)

MAJ/130917