

Minutes of the Meeting of the Spilsby Surgery Patient Participation Group
Annual General Meeting held on Wednesday 9 October 2019 at 7.00pm at
Spilsby Surgery

Present:	Dorothy Dobson (Chair)	DD
	Chris Holmes	CH
	Mo Jarvis (Secretary)	MJ
	Julie Rajput	JR
	Gill Clark	GC
	Jane Strunin	JS
	Bill Rose	BR
	Dr Stephen Savory	SS
	Dr James Howarth	JH
	Maddie Marchbank	MM
	and three patients/ members of the public	

1. Welcome and Introductions

Dorothy welcomed committee members, surgery staff and patients to the Annual General Meeting of the Spilsby Surgery Patient Participation Group (PPG).

2. Apologies

Dr N O'Kelly (NOK) and Jason Longstaff (JL).

3. The Minutes of the AGM meeting held on 10 October 2018 were read and accepted as a true record of the meeting and signed by DD.

4. Secretary's Report:

The following Report was read out by the Secretary:

At the PPG meeting in November 2018 Dorothy Dobson was re-elected as Chair, Christina Holmes as Vice Chair and Mo Jarvis as Secretary.

Meetings continue to be held on the second Wednesday of each month, apart from August and December, at the Spilsby Surgery and are attended by the committee and Jason Longstaff, Practice Manager.

Dorothy Dobson remains Chair of the PPG Chairs' Group and attends monthly East Coast locality meetings and Christina Holmes attends the ULHT Trustee Members' Meetings – information gathered from these meetings is fed back to the PPG members at their meetings or sooner if necessary and included in PPG minutes.

Any information regarding meetings to which patients are invited to express their views is displayed on the website and screen.

The annual Flu Clinic for those over 65 was held in the Franklin Hall on 14 September. Unfortunately there was a problem with the delivery of the vaccine so the session scheduled for 5 October for those under 65 had to be cancelled and patients were invited to make an appointment at the surgery to receive their vaccination.

Discussions which have taken place this year include:

- There are now three Care Co-ordinators based at Spilsby, Old Leake and Stickney Surgeries, with Spilsby being the lead employer.
- Much concern re time taken to give cytology results but this has since improved.
- A new telephone system was installed which offered fewer options and is more patient friendly.
- Chaplaincy service working well.
- The ongoing concern re the number of DNAs.

A copy of the minutes of each PPG meeting, once approved and signed, is posted on the Surgery website: virtual members are made aware of this. All patients can view the minutes on line. General Information including DNA figures, training dates and dates of clinics are shared in local magazines.

5. Chair's Remarks

The Chair (DD) reiterated what had been said by the Secretary.

DD stated that she was pleased to serve and represent the PPG at the PPG Chairs' Group for Skegness and the Coastal CCG. She reported that when attending other meetings and hearing what is said about other practices we are very lucky with our own practice. She felt that we are 'at the top of the game' and would like to thank all the staff for their sterling work in maintaining to provide services which at times is very difficult. She would also like to thank JL for his attendance at the PPG meetings when he keeps the group fully informed of what is happening so that they can make fair and informed judgments when making decisions. The PPG do challenge various aspects of the services provided and with the information given are able to decide how best to do this. She assured the meeting that the PPG will continue to do its utmost to maintain and support the services received.

DD thanked all members of the PPG for their commitment and support.

JH stated that he feels the PPG is very active and more effective than that of many other practices. He thanked the group for their voluntary dedication and representation in the locality.

6. Committee Nominations

Pam Lancaster has resigned from the committee and had been thanked by DD for her time whilst a committee member.

Angela Pountney would like to join the PPG group and was nominated by GC. All in favour. DD stated that we welcome people who show an interest and are keen to help with the work of the PPG.

7. Questions from Patients

There was discussion regarding the waiting time for appointments and SS stated that the wait is about a month for a routine appointment, but by using the triage system patients are usually able to speak to a clinician/nurse either at the surgery or on the telephone. Some practices have 'walk in' clinics which is fine if a patient is relatively well but not at all suitable for those who are very poorly or vulnerable. The PPG worked with the Practice to create the triage system and initially it was not advertised enough. Once patients knew about the system they were reassured that they could speak to someone and were very grateful. Almost half of the patients who use the triage system are happy to speak to the Duty Doctor and do not expect an appointment. The Duty Doctor often deals with up to 120 contacts on one day. Horncastle Minor Injuries Unit is open from 9.00am to 6.30pm Monday to Friday and is well used. Patients can approach other areas for help if unwell, ie 111 or local pharmacies.

An attendee asked if the trainees are helpful? The reply was that the trainees are an essential part of the work force and a lot of practices would 'crumble' without them. The trainees at the Spilsby Practice are invaluable and patients benefit from them.

8. Senior Partner's Remarks

In the absence of NOK, SS and JH addressed the meeting.

JH thanked all the staff at the Practice: he commented that it is a very good team and a most comfortable place in which to work. There is good staff retention.

SS stated that the ECP was a pilot scheme with East Midlands Ambulance Service to try and prevent any unnecessary ambulance conveyance to hospital. This scheme was not perfect due to the geographical area. The project was put on hold about Easter 2019 due to pressure from the NHS and all staff pulled back to manning ambulances. It is hoped that a meeting can be arranged with the CCG and EMAS to try to re-boot this pilot in the coming months.

A new surgery building is tied into a housing development in the area and JL has a meeting with the Housing Development Company in the near future. JL's proposals are supported by the CCG. Further contact will be made with the Lincs STP (Sustainability & Transformation Partnership) who will work with the surgery to bring this to fruition.

There has been a change of leadership within the CCG and Primary Care seems to be better understood.

Lincoln University is taking in 1st and 2nd year doctors who will be offered 'taster days' in practices in January and March 2020. The practice does still receive some students from the University of Nottingham.

Extended hours and new contracts came into force in April 2019 and all general practices were obliged to provide extended hours. These are offered Monday, Tuesday, Thursday and Friday from 7.30am – 8.00am (2 x 15 minute appointments). The NHS decided that extended access was not to be provided by individual practices but by other agencies. The private provider for Ingoldmells and Mablethorpe has had numerous problems including cancelled clinics and appointments. It is hoped that a meeting between the CCG and the providers will help to improve the situation. (DD reported that this was discussed at the PPG Chairs' Meeting.)

SS explained how health care has changed in Lincolnshire. There used to be a Health Authority which became a Primary Care Trust and then four CCGs, but now the NHS has determined that the CCG work more effectively if they work at County level so it is likely that next year that there will be only one CCG for the whole area. It is hoped there will be more expertise when working at County level. One potential worry is to lose the local voice for the needs of the local population and this is being discussed with John Turner of the CCG. The system will continue to put money into the four CCG so it is important that our area gets their fair share by shifting services, staff etc.

The NHS want to work with all groups of GPs and from April 2019 all General Practices in England had to form Primary Care Networks to service populations of 30,000 to 50,000 patients. The practices from Mablethorpe, Alford, two in Skegness, Stickney and Old Leake have been in conversation with Spilsby – one network serving nearly 80,000 patients. The aim is to try and improve the quality of Primary Care Patient Services/Care Organisation and a network has a far more powerful voice on working on a common agenda to improve patient care. The aim is for patient care to be delivered, if possible, in their local area.

The CCG contract to provide care for the over 75s (Care Co-ordinators). There are new nurses coming into posts whose remit is across all age groups. Decisions will be made to see who should see patients.

Dr Hansford has been on Maternity Leave since Easter 2019 and is due to return to work in June 2020.

The Practice has employed a locum Practice Nurse during absences due to maternity leave.

Dr Darna, second year registrar, is due to work part time from August 2019.

Dr Ojo is in the final year of training

More registrars are being recruited nationally and more to be allocated to Lincolnshire.

The meeting was informed that IT is contracted out – the Practice has to use aging hardware which can be problematic, and it is not always possible to see all records during patient appointments. The CCG are aware of the problem with Broadband and IT issues. Some Practices offer on line consultations but practices like Spilsby could not do this due to problem with current systems. Any new IT equipment comes from CCG/County Level budgets and all updates are carried out centrally.

9. Any other business

DD expressed thanks to SS and JH, and also to MM, for attending this meeting and thanks to JL for sharing information with the PPG.

The meeting closed at 8.15pm.

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