

Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 8th March 2023
Held at Spilsby Surgery

Present: Chris Holmes (CH)
Jason Longstaff (JL)
Jane Strunin (JS)
Bill Rose (BR)
Chris Edwards (CE)

Apologies: Dorothy Dobson (DD)
Maureen Jarvis (MJ)
Gill Clark (GC)
Julie Rajput (JR)
Claire Williamson (CR)

CH welcomed everyone to the meeting.

1. Apologies: As listed above.

2. Minutes of previous meeting

The Minutes of the meeting held on 9th November were approved as a true record and signed.

3. Matters Arising from the Minutes

None.

4. Review of Standing Orders

The amendments to the Standing Orders for the Committee were discussed and approved for adoption with immediate effect. JL will have them added to the surgery website.

5. Surgery Development

JL informed the meeting that an update on the new surgery will not be available until May 23. The 2 portacabin clinical rooms had now arrived and were being fitted, ready to be taken into use.

6. Update on surgery

JL updated the meeting on current issues within the practice.

- A new telephone system is being installed making it easier for patients to contact the surgery. It will give patients, who do not want to wait in a queue to have the option of a call-back, whilst not losing their place in the queue. It also has some further analytical advantages for the practice.
- The practice is expanding the number of Care Navigators that it currently has in order to deal with the greater demand from patients. An advert has been placed and recruitment will be taking place shortly.
- The dispensary has a new Senior Dispenser (Terri). She will be responsible for the day to day running of the dispensary.
- Dr Sit has returned from maternity leave.
- Dr Shuro will be departing on maternity leave in June
- Dr Syed has joined the surgery as an associate GP.
- Registrar changeover will take place on 5th April. Dr Johncross will be leaving us (but will return for his 12 month post in August 2023) and he will be replaced by Dr Vision for 4 months.
- There are 2 Care Navigators currently on maternity leave, returning late 2023.
- A reminder was issued regarding the upcoming industrial action (13, 14, 15 April) by the Junior Doctors and the impact that this will have on service delivery.

JL informed the meeting about the upcoming bank holidays and that this may cause some disruption to the service, although it will be mitigated where possible. Patients are asked to ensure that they order their medication, where they need to, in time if they are going to run out over the bank holiday periods. The Bank Holiday dates are as follows:

7th April – Good Friday – Closed

10th April – Easter Monday - Closed

1st May – Early May Bank Holiday – Closed

8th May – Kings Coronation – Closed

29th May – Late May Bank Holiday – Closed

7. ICB Update.

CH reported back on ICB cancellation of February 2023 Locality Patient Council- due to be first meeting of PPG Chairs or representative from locality for ICB to hear feedback etc. from Practices. Uptake was very low, despite this being the model

agreed after consultation between ICB and PPGs, hence cancellation and a survey as to the way forward should have followed but CH not received the survey and would chase up with Claire Hornsby. It had been agreed to alternate between Whole Lincolnshire Patient Council Meetings and Locality Patient Council Meetings. Next "Whole Meeting" was scheduled for 21 April 2023. Part of the survey was to include whether to have some face to face meetings and should venues rotate? Also, should there be opportunity at face to face venues for representatives to phone in on TEAMS to join. CH to fill in survey for PPG when it arrived.

In the meantime, any questions/observations PPG'S had could be forwarded to Claire Hornsby.

CH asked to forward two questions:

1. Is the ICB taking steps to manage waiting times in A and E at Pilgrim and Lincoln and also at Minor Treatment Centre at Skegness? Are they monitoring waiting times and "conditions in waiting areas" from a patient perspective?
2. Press release re Covid Booster 2023 for 17 April onwards for 75 and over and others - who is organising this and can ICB influence/arrange more accessible sites re transport etc. **and** from Spilsby perspective - will the Franklin Hall be considered as a venue this time as "chaos" for patients in this area in Autumn 2022 when not used but excellent when used during main Covid time 2020 - 2022? Patients were sent over 30 plus miles away in some instances.

CH attended the ICB patient meeting on 5th December 2022.

8. Any other business

CH asked JL to explain which enhanced services (ES) were currently delivered by the surgery. JL explained that these services laid outside of the Standard GMS contract and could be entered into separately by practices should they wish to deliver the individual services. The surgery currently provides the following ES for its patients:

- Primary Care Network – now withdrawn
- Long Acting Reversible Contraception
- Dispensary Services Quality Scheme
- 24 hour ECG monitoring
- Routine ECG monitoring
- 24 hours Blood Pressure Monitoring
- Ear Irrigation – Currently suspended due to Covid restrictions
- Phlebotomy
- Prostate monitoring and medication
- Ring and Vault Pessaries
- Specialised Drug Monitoring
- DVT Monitoring
- INR/Warfarin

Safeguarding
Spirometry – Where appropriate

The next meeting will be held on 10th May 2023 at 7pm at the surgery.

The meeting closed at 8.55pm