

Minutes of the Meeting of the Spilsby Patient Participation Group
Wednesday 10th May 2023 2023
Held at Spilsby Surgery

Present:

Dorothy Dobson	(DD)
Jason Longstaff	(JL)
Maureen Jarvis	(MJ)
Jane Strunin	(JS)
Gill Clark	(GC)
Bill Rose	(BR)
Chris Edwards	(CE)
Julie Rajput	(JR)

Apologies:

Chris Holmes	(CH)
Maria Lear	(ML)
Claire Williamson	(CR)

DD welcomed everyone to the meeting.

1. Apologies: As listed above.

2. Minutes of previous meeting

The Minutes of the meeting held on 8th March 2023 were approved as a true record and signed.

3. Matters Arising from the Minutes

JS asked whether the new telephone system was now in place. JL confirmed that it was and, apart from a few teething troubles, it was working well and patients have given some positive feedback about it.

4. Surgery Development

JL informed the meeting that there was no further information on the future of the new surgery. Further information may be available in late May or early June and an update will be given at the next meeting in July.

5. Update on surgery

JL updated the meeting on current issues within the practice.

- Dr Shuro has commenced maternity leave.

- Dr Syed has increased her sessions by 1 a week, offering extra cover while Dr Shuro is absent.
- Dr Gertrude, A Locum GP, covering Dr Shuro, has started.
- 3 Care Navigators have been recruited to replace a leaver and an internal move.
- A new dispenser has been recruited to replace a leaver.
- Discussion took place regarding the dispensary. JL informed the meeting that we are currently dispensing approximately 12500 items a month to dispensing patients at a time when drug supply is, at times, restricted and difficult. There have been several frequently prescribed drugs that have become unavailable. This causes frustration to both staff and patients but is out of our control.
- JL reported that the bank holidays in May has caused some delay for both prescription production and dispensing. All staff are working hard to get back on track and the additional dispenser, starting in June, will help this. We apologise for the disruption at the moment, but patients are asked to remain calm, polite and to understand the pressure that everyone is under at the moment.
- JL reported that the rumours of his departure are somewhat premature and that he will be at the surgery until at least late 2024.

6. ICB Update.

In her absence, CH sent an update to be read at the meeting.

CH attended the TEAMS VIRTUAL Lincolnshire Wide PPG event on Friday 21 April 2023. There were 25 persons present, including 5 ICB personnel. The responses to 3 questions raised with the ICB have been received (2 from the March PPG meeting and 1 regarding NHS Dentistry). The questions and responses have included below as part of the minutes. The up to date information from the ICB is available at <https://lincolnshire.icb.nhs.uk>.

- **Waitless Phone App** – The ICB wish to encourage patients to use the App which offers real time information on wait times for patients at the urgent care centres etc.
- **Your Guide to Health Services in Lincolnshire** – This is available as a poster and is visible in the surgery waiting room.
- **Local PPG Events Trial** - It is planned to have a trial of locality based patient council meetings. The purpose of these meetings is to gain feedback from primary care patients, through their PPG representatives. Primary Care includes GPs, Dentists, Pharmacists, Ophthalmology, Community Services and UTCs. The county wide meetings will take place virtually via MS Teams with the local meetings held face to face, with an option of attending via MS Teams. The meetings for Lincolnshire East will be held in the Thomson Suite at Louth Hospital in June and October (TBC). Questions can be posed to the ICB from PPGs in advance of the meeting using the normal form.

- **What steps are the ICB taking to "manage" waiting times in A and E at Pilgrim and Lincoln and at the Urgent Care Centre at Skegness? Has the Board done any monitoring?**

The ICB are taking a number of steps to manage this for example the System Coordination Centre (SCC) is a dedicated system team that has full visibility of live operational pressures and risks across providers and system partners with actions across the ICS on key systemic and emergent issues impacting patient flow, ambulance handover delays and other performance, clinical and operational challenges, including the flow of patients through A&Es and UTCs. It provides a dynamic response to emerging challenges and requests for mutual aid and supports the management and balance of risk in delivery of urgent and emergency care services.

With regards to managing the 4 hour performance moving forward, the system has agreed a number of initiatives for the coming year that will both directly change the way patients flow through our A&Es and also improve flow through wider pathways having an indirect positive benefit improving flow through front door services. These initiatives will support the achievement of the 4 hour standard national target. Plans for implementation of these initiatives are in development and will come online throughout the coming months.

Yes the board does regular monitoring -The Lincolnshire System Urgent and Emergency Care Partnership Board (UECPB) has responsibility for delivery of safe and high quality urgent and emergency care services for the Lincolnshire population. The UECPB meets monthly, is attended by all system Health and Care partners, and routinely reviews activity and performance of all UEC services in the county. This information informs strategic decision making around delivery of services and performance against national and local targets such as the A&E 4 hour treatment requirement.

- **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 30plus miles away in some instances.**

As things stand Franklin Hall will not be one of the sites used for the forthcoming spring booster campaign because the local Primary Care Network, SOLAS, who commissioned and used the hall in previous rounds of the covid-19 vaccination programme, has opted out of the spring booster programme (as with the previous autumn boosters).

However, as with the autumn boosters, SOLAS patients will be covered/vaccinated by our local vaccination team who have consistently provided an excellent service for local people, including those in care homes.

It is also worth saying that we will be opening a new vaccination centre from next Monday 17th April in Wainfleet at the Wainfleet Medical Practice, which we think will provide a convenient option for many local patients.

You can find more detail about scheduled pre-bookable appointments for the spring boosters on our website [here](#). It is also likely we will offer further outreach/pop-up clinics around the county in due course and we will, of course, share details via our website as well as with local media.

- **In light of nearly all dentists going private and BUPA "selling" their 3 Practices in Lincolnshire where dental consultants, after referral from individual Practices for more complex treatment - e.g. difficult tooth removal are sent, - what is ICB advice on dental care now and in future? Poster says ring 111 or own dental practice; but no NHS dentists in County.**

We are very sorry to learn of Bupa's decision to leave NHS dental care. Our priority is to try and make sure patients seeking NHS dental care can get it, and will be looking to secure either new contract holders for NHS dental services or alternatively to redistribute the activity Bupa handle among other local contractors.

ICB advice in relation to accessing dental care is displayed on our website here: [Dental Treatment - Lincolnshire ICB](#) If after contacting several dental surgeries you still cannot find a dentist accepting NHS patients, you can call NHS England's Customer Contact Centre on 0300 311 2233. NHS 111 can direct to urgent dental care.

From April 2023, Integrated Care Boards (ICB) will take over delegated responsibility for commissioning dental services from NHS England, whilst responsibility for oral health improvement will remain with local authorities. To support this transition, during 2022/23 Lincolnshire ICB approached NHS England to facilitate the co-development of a local three-year Dental Strategy for Lincolnshire to drive improvements in oral health and accessing dental care within the county. The aim of the Dental Strategy for Lincolnshire is to provide a plan for the Lincolnshire ICB and its partners on the action needed over the next three years to achieve these improvements. Its production requires a collaborative approach, working with stakeholder colleagues and organisations across Lincolnshire to create a joined-up integrated whole system dental strategy that delivers on better oral health and care for communities across Lincolnshire.

7. Any other business

PPG Week - It was decided that the PPG would not be involved in PPG week this year.

Parkinsons Service – JS gave an update regarding the concerns over the Parkinson Service. There is currently a 64 week wait for patients that have been referred to the service before they are seen for their first appointment (info

correct as at 23rd May 23). The local Parkinson's Nurses are overstretched there is concern over the service and whether it is sustainable. and The local branch of the Parkinson's support group is at Louth. They meet at Legbourne Village Hall on the 4th Wednesday of the month between 1.15 and 3.30pm. The primary contact is Lesley Swift on 01472 591071 or via lesley.swift@hotmail.com

The next meeting will be held on 12th July 2023 at 7pm at the surgery.

The meeting closed at 8.30pm