

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

Present:

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|-------------------|------|
| Dorothy Dobson | (DD) |
| Chris Holmes | (CH) |
| Maureen Jarvis | (MJ) |
| Jason Longstaff | (JL) |
| Cathy Hill | (CH) |
| Jane Strunin | (JS) |
| Claire Williamson | (CR) |
| Chris Edwards | (CE) |

Apologies:

| | |
|--------------|------|
| Gill Clark | (GC) |
| Bill Rose | (BR) |
| Julie Rajput | (JR) |
| Maria Lear | (ML) |

DD welcomed everyone to the meeting.

1. Apologies: As listed above.

2. Minutes of previous meeting

The Minutes of the meeting held on 13th September 2023 were approved as a true record and signed.

3. Matters Arising from the Minutes

There were no matters arising from the previous minutes.

4. Election of Chair, vice Chair and Secretary

JL asked for volunteers for committee members to be elected to the positions of Chair, v Chair and Secretary was undertaken and the outcome was as follows:

- Chair – DD Proposed by JS and seconded by MJ – Vote in favour
- Vice Chair – CH – Proposed by DD and seconded by JC – Vote in favour
- Secretary – unfortunately no volunteers were received for the position of secretary. JL agreed to continue in the interim on the understanding the committee would find a solution to the issue.

5. Surgery Development

JL informed the meeting that there was still no further information on the future of the new surgery.

6. Surgery Update

JL updated the meeting on current issues within the practice.

- JL introduced CH, the newly appointed deputy manager to those present
- Flu Campaign – the flu campaign will continue until the end of March 2024. Anyone that is eligible is encouraged to obtain a vaccination. Please contact Reception.
- MMR – if you are 25 or under and eligible and have not been vaccinated, please contact the surgery
- Shingles – If you are 65 or over and have not received your vaccination, please contact Reception.
- Medication Ordering Times – Christmas & New Year
 - o Cut off date – 15 Dec 23
 - o Delivery on 26th Dec moved to 28th Dec
- Prescription ordering line – 13th Nov 23
- Patient Record Access
- Future Meeting Dates
- Surgery training dates – as advertised on website and outside surgery

7. ICB Update.

CH gave an ICB update to the meeting. The ICB were asked by CH to provide information regarding both the LCHS Podiatry service and dental care provision. The responses were as follows:

- The Podiatry service is provided by Lincolnshire Community Health Services and details of the service can be found in the following link:
 - o Patients can self refer for this service. The form can be found at <https://www.lincolnshirecommunityhealthservices.nhs.uk>
 - o Help can also be obtained by ringing LCHS General enquiries on 01522 308686
- Dental Care Provision.

East Lindsey Urgent Dental Care Sessions – Communications to Stakeholders

NHS Lincolnshire Integrated Care Board (ICB) is committed to ensuring patients have access to NHS dental services in East Lindsey and have been working to improve access in this area by commissioning interim urgent NHS dental care sessions whilst longer term commissioning plans for new dental services are being developed.

Following an expression of interest process with existing providers in the East Lindsey and Boston areas as they have similar travelling distances and public transport arrangements, Lincolnshire ICB is pleased to confirm the details of the additional access to urgent NHS dental care services.

The urgent dental care sessions will deliver: -

- Prompt care and treatment are provided, because, in the opinion of the dental practitioner, the person's oral health is likely to deteriorate significantly, or the person is in severe pain by reason of his or her oral condition; and
- Care and treatment are provided to prevent that deterioration in oral health or address that severe pain.
- The Practice will ensure that urgent treatment for dental pain will be treated by an appropriate practitioner on the same day of asking or within 24 hours or where necessary to alleviate the presenting problems patients can return for treatment over the maximum of 3 separate appointments for general dental services.

Urgent NHS dental care sessions are available from the list of Practices below: -

Park Dental Studio Boston
59, Norfolk Street Boston PE21 6PE
Tel: 0120 536 5870
Monday: 09:00-12:00 15:00-18:00

Broadway Dental Surgery
The Broadway Woodhall Spa, Lincolnshire, LN10 6SQ
Tel: 0152 635 2929
Tuesday: 09:00-12:00
Thursday: 09:00-12:00

{my}dentist Skegness
27 Ida Road, Skegness, Lincolnshire, PE25 2AR
Tel: 0175 476 6400
Friday: 14:00-17:00
Saturday: 09:00-12:00

2 Fridays per month 2pm-5pm and 1 Saturday per month 2pm-5pm, please note alternative sessions are available in Louth on the Friday and Saturday.

{my}dentist Eastgate
129 Eastgate, Louth, Lincolnshire, LN11 9QE
Tel: 0150 760 0099
Wednesday: 17:00-20:00

Louth Dental Care
20 Ugate, Louth, Lincolnshire, LN11 9ET
Tel: 0150 760 1367
Friday: 09:00-12:00
Saturday: 09:00-12:00 13:00-16:00
Sunday: 09:00-12:00

Patients with an urgent dental need are invited to call NHS 111 (freephone, and interpreters are available), or online www.111.nhs.uk (other ways to contact 111 are available www.111.nhs.uk/Help/OtherWays) or by calling the direct access telephone contact number for the Practice as detailed in the table above that is providing a session on that day.

Following a telephone triage conversation, a patient may be provided self-care advice and signposted to an alternative provider, if it is deemed that the patient's need is not urgent and can safely wait for a routine appointment at a dental practice.

Please note, no walk-in services are available and is by appointment only.

NHS Dental Services Lincolnshire

Currently (as at November 2023) there are 55 NHS dental practices spread across Lincolnshire who hold an NHS general and orthodontic NHS dental services contract:

- North Kesteven: 4
- South Kesteven: 12
- Lincoln: 11
- East Lindsey: 12
- West Lindsey: 5
- Boston: 6
- South Holland: 5

Fourteen of these also provide NHS orthodontic services:

- North Kesteven: 1
- South Kesteven: 7
- Lincoln: 3
- East Lindsey: 1
- West Lindsey: 1
- Boston: 0
- South Holland: 1

There are also 2 specialist NHS Orthodontic practices based in:

- Boston
- Spalding

Extended or out of hours cover is provided by three 8-8 NHS dental contracts:

- Lincoln

- Sleaford
- Spalding

These are NHS dental practices which provide access to patients from 8am to 8pm every single day of the year (365 days) and provide both routine and urgent dental care. In addition, 7 NHS dental practices which offer extended or out of hours cover during weekdays, weekends, and certain bank holidays for both routine and urgent care:

- Boston
- Gainsborough
- Louth
- Lincoln
- Sleaford
- Skegness

Out of hours dental services only provide urgent dental care. Urgent dental care is defined into three categories as shown in Table 1 along with best practice access timelines for patients to receive self-help or face to face care.

Routine Dental Problems

Provide self-help advice and access to an appropriate service within 7 days, if required.

Advise patient to call back if their condition deteriorates

Urgent Dental Conditions

Provide self-help advice and treat patient within 24 hours.

Advise patient to call back if their condition deteriorates

Dental Emergencies

Provide contact with a clinician within 60 minutes and subsequent treatment within a timescale that is appropriate to the severity of the condition

If a person has a regular dental practice and requires urgent dental care:

- During surgery hours, they should contact their dental practice directly.
- Out of hours, they should check their dental practice's answer machine for information on how to access urgent dental care. Most people are signposted to contact NHS 111 (interpreters are available).
- For deaf people, there is also the NHS 111 BSL Service (alternatively, they can also call 18001 111 using text relay). There is also an online option for contacting NHS 111 that will often be quicker and easier than phoning.

If a person does not have a regular dental practice and requires urgent dental care, they can contact:

- Any NHS dental practice during surgery hours to seek an urgent dental appointment and this would be dependent on the capacity available at

each dental practice on any given day. They can use the Find a Dentist facility on the NHS website.

- NHS 111, either online or on the phone (interpreters are available). For deaf people, there is also the NHS 111 BSL Service (alternatively, they can also call 18001 111 using text relay)
- Healthwatch Lincolnshire

Any other business

CW raised a question regarding the services available to both diabetic and pre-diabetic patients. JL informed the meeting that the following services were available to the patients of Spilsby Surgery:

- Diabetes Prevention Programme
- PCN Social Prescriber
- PCN Health and Wellbeing Coach
- Nurse consultant and Practice Nurses (PNs) within the surgery who can deal with Type I, Type II (both insulin and non-insulin)
- Spotlight – referred into this service by GP Surgery
- Diabetic Specialist Nurses – Referral by GP Surgery
- Consultant led endocrinology service – Referral by GP Surgery

CW also raised the question as to whether the surgery provides advice on a low-carb lifestyle. This is not something that we currently offer but it may be something that could be taken up with the health and wellbeing coach.

The next meeting will be held on 10th January 2024 at 7pm at the surgery.

The meeting closed at 9.10pm