

## Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 26 September 2018

Present: John England (Chair), Elizabeth Cole, Alison Nash, Sadie Marshall, Adrian Down & Kate Holley (Secretary)

### 1. Introductions & Apologies

Apologies received from David Morison, Ann Porter and Dave Jeffery.

Notice of the resignation of Nikki Richardson had been received. The group wanted to record their grateful thanks to Nikki for her outstanding contribution and commitment to the development of the PPG, in particular her production of the most informative PPG newsletter.

### 2. Notes & Matters Arising from the meeting held 31 July 2018

Item 2 – making contact with the local vicars regarding PPG recruitment.

**Action: Kate to ask David if he has made contact with the vicar for Caythorpe & Fulbeck.**

Item 3 – PPG National Awareness Week analysis. Information was sent by Sadie to Adrian and it will be included in the forthcoming Practice newsletter.

The notes were agreed as an accurate record of the meeting.

**Action: Adrian to publish on the surgery website and arrange for copies to be pinned to both surgery PPG noticeboards.**

### 3. Feedback

I. Healthwatch – update previously circulated. The reported extended GP services in Lincoln West will also be launched in the Sleaford area on 1 October. This means a GP and nurse practitioner will be available for pre-bookable appointments (*via C&A reception*) every weekday until 8/8.30 and at weekends from 9-12, operating from the Sleaford Medical Group building. The CCG will be promoting this service for the Sleaford area practices and a similar service will soon be available in the Grantham area.

#### **Actions:**

- i) **All members requested to complete Healthwatch feedback forms and return to Alison regarding visits to any Lincolnshire healthcare service experienced by themselves, friends or family members.**
- ii) **Alison is unavailable for the next Healthwatch meeting so if anyone is available to attend on 17 October (focus on children and young people) please liaise with Alison.**

II. Patient Council – meeting notes previously circulated. Next meeting is 25 October and includes a presentation on the Referral Facilitation Service. This is a national mandate to create a facilitation service for consultant appointments to ensure correct referrals are made and appointments are scheduled.

III. Medical Equipment Trust (MET)- the Trust is signed up to the recently launched South Kesteven fundraising lottery as one of the nominated charities. MET Raffle tickets will be available at the November PPG meeting for members to take and sell if possible. It is also hoped that the tickets will be available for sale at future flu clinics (the first of which is scheduled for Saturday 13 October 9-4).

**Action: Adrian to email Jonathan (MET) with all future flu clinic dates. PPG members to contact John England if they are available to sell raffle tickets for an hour or two at the flu clinic on 13 October (should the tickets be available).**

IV. Friends & Family – feedback report circulated at the meeting. Overwhelmingly positive comments received, apart from some negative feedback regarding the dispensary, which although regrettable is unsurprising as it's a complex service with over 20,000 items being dispensed each month. With regard to booking GP appointments, the wait has been reduced to a week, with acute appointments seen the same day. This success is due to the introduction of nurse practitioners, but has raised the demand for blood tests etc. and demand on Healthcare Assistants and room space.

**Action: Adrian to pass on congratulations from the PPG members to the Practice for the consistently good feedback.**

#### 4. Pharmacy2U

Flyers have been circulated in the local area advertising the national company Pharmacy2U. The Local Pharmaceutical Committee have reported on patient safety issues and inadequacies for this company and information will be included in a future Practice newsletter. However, it is possible for some small local pharmacies to be de-stabilised.

**Action: Adrian to send document to Kate for circulation to PPG**

#### 5. Future priorities for the PPG

Previously discussed items include a local voluntary driver scheme for the Practice, photo board of staff members, village activity database, support for carers, increasing awareness and membership for the PPG and gathering patient feedback.

- i) Clarification was sought regarding the newsletter which is now Practice rather than PPG led. Production of the first edition is imminent.
- ii) The village database has been shared with GP colleagues and Carer Champions on the shared network drive and is being used as a resource. Two administrative apprentices have been appointed.
- iii) Guidance was sought on feedback required from the Practice regarding the new Medical School.
- iv) Increasing PPG membership was agreed as a major priority in order to be an active group.
- v) More patients have now been identified as carers and referred to support services.

- vi) A demonstration has been arranged for an automated check-in facility. If favourable, it would be helpful if PPG members could assist with supporting patients if and when installed.

**Actions:**

- i) **Adrian to advise PPG of frequency and dates for Practice newsletter submission & production.**
- ii) **Adrian to remind GP colleagues and include reviewing and updating the village activities database within the apprentice job role.**
- iii) **Adrian to include request to identify further carers within future correspondence with patients.**
- iv) **It was agreed that the group would try to have a presence at the flu clinics, the first of which is taking place on Saturday 13 October between 9-4. Using experience of the last patient interaction, it was agreed that we would compile 3-4 questions to include seeking feedback on an issue determined by the Practice (Adrian to discuss with colleagues and liaise with the group), raise profile of the PPG and recruit new PPG members.**

6. Items for next meeting & confirmation of future dates & times

It was agreed that the next two meetings would be held at Ancaster at 2pm on Wednesday 23 January 2019 and Tuesday 26 March 2019.

Agenda items discussed include i) Communication with patients regarding side effects & safety of certain medication (**Action: Kate to re-send information to Adrian**) and ii) The Practice views and experience of social prescribing.

Elizabeth to chair and Alison or Kate to be secretary. Volunteers sought for future meetings.

**Action: All to note**

Meeting finished at 7.45pm