

## Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 27 March 2018

Present: Elizabeth Cole (Chair), John England (Acting Vice Chair), Alison Nash, Sadie Marshall, Ann Porter, John Rose, Dr Boyd Gilmore & Kate Holley (Secretary)

### 1. Introductions & Apologies

Apologies received from Nikki Richardson, Jane Clack, Carole Graham, Dave Jeffery, Dr Simon Robinson and Adrian Down.

Notice of the resignation of Carole Graham was given.

**Action: Kate to update Nikki following the meeting.**

### 2. Notes & Matters Arising from the meeting held 24 January 2018

- i. Patients not attending GP appointments (DNAs) and ease of cancelling appointments – it was confirmed that appointments cannot be cancelled by text but they can be cancelled online.
- ii. Village activities database – this has been sent to Adrian for advice on preferred format and how to progress.
- iii. Carers working group – meeting still to be arranged. **Action required.**
- iv. 2018/19 meeting dates and times – **Action: Kate to liaise with Adrian for preferred arrangements.**
- v. Over the counter (OTC) medication & the risk of conflict with prescribed medication – the campaign concerns medication that people already take and can be taken safely, people are being encouraged to self-care and take responsibility for themselves. All patients have an understanding of their own medication and the practice is confident that a robust system is in place.
- vi. Patient Transport – This week NHS North Lincs CCG served notice on Thames Ambulance Service Ltd (TASL) who currently provide non-emergency hospital transport and their contract with NHS Lincolnshire is under consideration.  
**Action: Dave to update at next meeting.**

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. Partners' Priorities for PPG

- i. Dr Gilmore outlined the results of the national patient survey. This Government survey gathers perceptions of experience by sending a survey to a random selection of approximately 1.5% of the Practice population. Results show the position of the Practice relevant to the CCG and nationally, they highlight 'What this Practice does best' and 'What this Practice could improve'. The latter heading referred to only one point; this showed 95% of respondents had confidence and trust in the last GP they saw or spoke to, which was the same as the national average and 1% lower than the CCG average.

- ii. As this was his last meeting, Dr Gilmore expressed his grateful thanks to the group for their loyalty to the Practice. He reflected on recent changes and expressed confidence in the stability and continuing ethos and spirit of the Practice going forward to protect the best interest of the patients.  
(Dr Gilmore left the meeting)
4. Preparation for PPG AGM 23 May 2018
- i. Elizabeth will be preparing the annual report.  
**Action: All members to forward 2-3 sentences on actions / achievements during this last year to Elizabeth.**
  - ii. This will be the last meeting for Elizabeth, John E and Kate as elected officers. If re-elected John is willing to continue as vice chair. To sustain the group, all 3 will continue positions for the AGM and following meeting, when a system of rotating chair and secretary will be established, subject to agreement of those present at the AGM.
  - iii. The AGM will need to be advertised and new members recruited.  
**Action: Kate to liaise with Nikki regarding options for advertising for members and promoting the AGM.**
5. Feedback
- i. Healthwatch - summary of topics previously circulated – question raised regarding personal health budgets and continuing healthcare.  
**Action: Alison to circulate further details.**  
C&A agreed as Healthwatch Hub. Request for feedback of any recent experience of contact with any NHS Lincolnshire services.  
**Action: all feedback to be forwarded to Alison for a combined response**  
Next Healthwatch meeting is 18 April in Lincoln on the topic of dementia.  
**Action: PPG members to consider attendance as Alison is unavailable.**
  - ii. CCG Patient Council - next meeting 5 April.
  - iii. Medical Equipment Trust - the fund has received a donation of £4000 from a local business. It has re-applied to the Co-op to be considered as a beneficiary of the community fund scheme. John and Elizabeth attended the last meeting where there was a demonstration and discussion of trialing a telephone which can be loaned to patients to record vital health measurements such as blood pressure and oxygen saturation.
  - iv. Friends & Family – no information available.
  - v. Walking group – no information available.
6. Working Groups Feedback
- i. Communications Group & Newsletter - Elizabeth reiterated there is no more funding for the newsletter after August '18. Nikki had provided a written update – next newsletter is being compiled and will be ready for distribution mid-April/early May.  
**Action: Assistance from another PPG member is still required, please contact Nikki if any member is able to help.**  
No patient contact has been received via the inbox and Facebook has now received 74 likes.

Nikki is revising the PPG information on the Practice TV screens and continues to read the Practice website for feedback and errors.

- ii. Database of Village Activities –  
**Action – Kate to liaise with Adrian**
- iii. Carers' Package – meeting with Carers' Champions still to be arranged  
**Action – Alison & Kate to liaise with Debbie/Jo (Carers' Champions) and Adrian to progress.**

7. Any Other Business

- i. Patient feedback received regarding unsatisfactory experience at the surgery. Suggestion proposed to include photographs of health care staff and their specialism/training to inform patients.  
**Action: Kate to check current website for information and discuss with Adrian.**
8. Date of next meeting. The AGM will be held at 6pm on Wednesday 23 May 2018 in the waiting room at Ancaster Surgery. PPG meeting to follow conclusion of AGM.  
**Action: all to note.**

Meeting finished at 3.45pm