

Caythorpe and Ancaster Medical Practice
Patient Participation Group

Notes from meeting held July 31st, 2018

Present: John England (Chair), David Jeffrey, Elizabeth Cole, Sadie Marshall, Ann Porter, Kate Holley, David Morison, Adrian Down (Partner and Practice Manager) Jo Christen (Lead Nurse), Alison Nash (Secretary)

1. Introductions: brief introduction from current members, and welcome to new member David Morison from Fulbeck.
Apologies: John Rose, and Jane Clack (Jane to maintain link with PPG via 'virtual' membership)
2. Matters arising from May 23rd meeting: Adrian has been in contact with local vicar – John E and Elizabeth to make further contact re potential PPG 'virtual' membership, and David M to make contact with new vicar in Caythorpe and Fulbeck. Action JE/EC/DM
3. PPG National Awareness Week – feedback.
All those involved in attending surgeries to recruit new members reported very positive feedback, patients were interested and happy to engage, and a number of patients completed PPG membership forms. It was agreed it would be worthwhile repeating this exercise in the future, possibly 2 or 3 times a year. Sadie to forward the information collated from the questionnaires for inclusion in next newsletter. Action SM
4. Future Recruitment
Elizabeth responded to all those completing forms, but no response received from 2. The on-line form on surgery website for 'patient reference group' is generic, but does provide basic details. Adrian to look for basic information about PPG role and activities, to be added to A5 sheet for general display in surgeries, on tables and chairs, as most noticeboards not used. Action AD

5. Practice Priorities

Friends and Family – feedback overwhelmingly positive

Recent demands on GPs time particularly for urgent appointments, have led to longer wait time for pre-bookable appointments, sometimes upto 3-4 weeks. The surgery has recently appointed 2 nurse practitioners, (also nurse prescribers) with previous experience working in A and E, and Out Of hours. They have taken on role of seeing the daily urgent patients across both sites, and this has significantly reduced the number of acute appointments for patients wishing to see a GP, which in turn has reduced the bookable GP appointment wait to about 2 weeks. Nurse practitioners can also triage their patients and make GP appointments for them if necessary.

Patient feedback on this new service has been positive.

Jo Christen, the new Lead Practice Nurse explained her role, with previous experience, and each practice nurse is to take on an area of expertise in chronic disease management. The HCSWs are also to be encouraged to increase their skills.

6. Medical Equipment Trust

Following a recent meeting of the MET, with the Practice Nurses, the need for some new equipment has been identified, including a new doppler machine used for venous assessment for leg ulcers. This new equipment has freed up a significant amount of time in nurses' clinics, and also enabled more frequent recall for affected patients. Total spend has been around £5,000.

There is to be a Grand Draw for the MET at Christmas, with plans to sell tickets at the Co-op. It was also identified that the Flu Clinics can be a good opportunity to sell more Raffle Tickets. (Dates to be identified).

Patient Council - No-one able to attend the meeting last week. Kate to circulate feedback once she receives this.

Healthwatch - No-one able to attend the recent meeting in Spalding. Alison continues to circulate regular updates from their newsletters. Healthwatch 'Hub' forms distributed at meeting.

7. Newsletter

The PPG 'Newsletter' is to become part of the Practice Newsletter, which will have a reduced circulation. Recent changes in GDPR legislation have complicated circulation of the newsletter. Nikki is happy to continue to be involved with producing this, and can edit PPG Minutes and other sources for information.

Newsletters to be circulated on-line, with some paper copies to be kept in surgery, and some sent with medication deliveries.

8. It was agreed that the Flu Clinics would be a good venue for further recruitment drives for the PPG and also for selling Raffle Tickets for the MET. However dates for Flu Clinics currently not available so no further action planned at present.

9. Any other Business

Kate is to circulate details of courses run by LPFT, Health and Wellbeing days, and Mental Health First Aid courses.

David Morison asked for contact details for other PPG members – updated list to be circulated. He also asked whether details of members were available to the general public – these are available from the published Minutes. AN to action updated list.

John England to Chair next meeting

Kate Holley to act as Secretary at next meeting

10. Date of next meeting Wednesday, 26th September 2018 (6.30 pm) at Ancaster surgery.

Meeting ended at 8.10 pm