

## Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 24 January 2018

Present: Elizabeth Cole (Chair), John England (Acting Vice Chair), Alison Nash, Dave Jeffery, Adrian Down (Practice Manager), Rachel Pacey (Pharmacist) & Kate Holley (Secretary)

1. Introductions & Apologies  
Apologies received from Nikki Richardson, Jane Clack, Carole Graham, Sadie Marshall, Ann Porter & John Rose. Rachel Pacey was welcomed to the meeting.
2. Notes & Matters Arising from the meeting held 28 November 2017  
Item 2 – Unfortunately due to the change in meeting time, Nicola Tallent (Healthwatch) was not able to attend the January meeting as planned.  
**Action – Kate to advise Nicola of forthcoming meeting dates once agreed.**  
Item 2 – correction *'Elizabeth reported back on Carers' event at previous 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. Rachel Pacey  
Rachel gave a brief summary of her role since starting in September 2017. Duties include responding to patient queries regarding medication, medication reviews and reconciling medication following hospital discharge. This additional role has benefitted the Practice by freeing up time for the GPs and improving the quality of service. Rachel was congratulated on her achievements to date.  
**Action – Communications group to consider potential article in a future newsletter on the work of the pharmacist.**
4. Partners' Priorities for PPG
  - i. One of the current pressure points is appointments. Before Christmas, the waiting time was 3 weeks for a pre-bookable appointment. The Practice brought in locum GPs (known to the surgery) for additional capacity which has reduced the waiting time to 10 days.
  - ii. Provision of acute care to patients. The Practice is exploring the option of employing a nurse practitioner (or advanced nurse practitioner) to provide additional capacity for acute care. The PPG supported the idea of a nurse practitioner.
  - iii. Patient Transport – contractually the only reason a doctor will do a home visit is if the patient is too unwell to travel to the surgery, however in reality, home visits are occasionally carried out for older patients in rural locations where transport is very difficult, which is not the best use of GP time.  
**Action – Future agenda item for PPG to explore options for a local voluntary driver scheme for GP appointments and LIVES current community transport ambulance trial.**

**Action – Dave to enquire on information held by the surgery reception for transport arrangements to/from surgery and hospital appointments.**

(Adrian & Rachel left the meeting for other commitments)

5. Feedback

- i. Healthwatch – latest issues include 42% increase in GP appointments (many due to winter flu, which is now beginning to decline) and Grantham A&E. Alison is due to attend the (3-monthly) Healthwatch meeting tomorrow, so feedback not yet available.

**Action – Alison to ask Healthwatch if the Practice is still designated a 'Healthwatch Hub' and what this means.**

- ii. CCG Patient Council – notes previously circulated. Countywide issue of patients not attending GP appointments (DNAs)

**Action – Kate & Alison to investigate methods & ease of cancelling appointments at C&A and availability of new publicity material on TV screens.**

Hospital transport – patient feedback required.

**Action – Dave (and anyone else who has experience) to report back on patient experience of transport scheme to Kate to feedback to Patient Council.**

NAPP workshop – attended by Elizabeth, Alison & Kate and found to be useful.

Advice booklets available to the group. (Also available on NAPP website)

- iii. Medical Equipment Trust – this was one of 3 local groups selected by the Co-op to receive the 1p in the £ charitable donation made by the Co-op in respect of every £ spent. This covered the 6 months till Oct and produced over £3000. This money has been spent on the purchase of 48 blood pressure monitors for loan to patients, also chair risers for both waiting rooms. The Trust also ran a Christmas raffle which produced over £1000 in income. All this is on top of various donations and money from book sales and also the recent initiative of collection boxes. Elizabeth is to meet with Jonathan Edwards to explore closer working arrangements with PPG
- iv. Friends & Family – comments previously circulated to group which includes positive feedback on newly appointed GPs
- v. Walking Group – leaders have met with Lincolnshire Co-op and electronic recording of walks and walkers now in place.

6. Working Groups Feedback

- i. Communications Group & Newsletter – latest edition of the newsletter was distributed in early December. Next edition will proceed as and when capacity available. Elizabeth reiterated there is no more funding for the newsletter after August '18.

- ii. Database of Village Activities – not all entries have been validated, but Nikki and Kate are attempting to liaise with village hall contacts to complete the process. The next stage is to ask the Practice about the most suitable format to access the data.

**Action – Kate to liaise with Adrian.**

- iii. Carers' Package – Unfortunately it has not been possible to arrange a meeting with the Carers' Champions at the Surgery, which will help us to

plan our next steps. However, now that the busy Christmas/New Year period is over, it is hoped this can be arranged in the next couple of weeks.

**Action – Alison & Kate to liaise with Debbie/Jo (Carers' Champions) to progress.**

There are currently 3 working groups, Communication (Nikki, Jane & Dave), Database of Village Activities (Nikki & Kate) and Carers' Package (John, Alison, Kate & Carers Champions). Elizabeth to float between the groups to present a view of the big picture.

**Action – A request to all PPG members to join any of the working groups to help achieve the outstanding actions before the AGM in May.**

7. 2018/2019 Meeting dates & times

**Action – Elizabeth to liaise with the Practice to agree most suitable dates & times and circulate to the group**

8. AGM May 2018

The March PPG meeting will be the last one Elizabeth will attend as Chair, but she will remain on the group.

**Action – All PPG members to liaise directly and as soon as possible, with Elizabeth if they would like to express their interest in any of the elected positions of Chair, Vice Chair or Secretary.**

**Action – all PPG members to forward information regarding achievements and challenges faced by the PPG to Elizabeth to compile the annual report.**

9. Any Other Business

i. Query raised regarding promotion to purchase over the counter (OTC) medication and how to avoid any potential conflict with prescribed medication.

**Action – Dave to liaise with Rachel and report back; Kate to liaise with Simon Hopkinson (Communications) regarding this campaign.**

ii. Dr Boyd Gilmour will be leaving C&A at the end of March 2018 to move to Cumbria.

10. Date of next meeting – 2pm on Tuesday 27<sup>th</sup> March 2018 at Ancaster Surgery.  
Agenda items to reach Kate by 19<sup>th</sup> March.

**Action: all to note.**

Meeting finished at 4pm