

Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 27 November 2018

Present: Elizabeth Cole (Chair), John England (Vice Chair), Alison Nash, Dave Jeffery, David Morison, Sandra Kemp, Alan Bull, Adrian Down, Dr Watts & Dr Khan & Kate Holley (Secretary)

1. Introductions & Apologies

Apologies received from Ann Porter, Gail Badger and Sadie Marshall

Introductions were made and a special welcome made to new members Sandra Kemp and Alan Bull, also to Drs Watts and Khan, both in their final year of GP training, working across both Caythorpe & Ancaster surgeries.

2. Notes & Matters Arising from the meeting held 26 September 2018

Item 2 – David M has met with Rev Stuart Hadley to raise awareness and spread the word across the 9 churches regarding the PPG and opportunities for recruitment of new members.

Adrian reported the Practice website had been down over the previous weekend due to a national problem. Feedback received from patients regarding the failure gives an indication of the significant level of online activity.

Item 5 – local voluntary driver scheme for the Practice. It is recognized that there is demand for such a scheme in a rural community, but aware of the challenges including insurance and liability issues for drivers. Reference was made to a local dial a ride scheme and also to an informal list of voluntary drivers for urgent appointments operating in Fulbeck.

Action: Adrian to follow up and inform PPG if further information available.

Item Actions – Practice newsletter is ready to be emailed out in electronic format to those patients who have opted in to receiving email contact from the Practice. Some hard copies will be available in both waiting rooms and to housebound patients via the Practice drivers.

Action: Adrian to also make some hard copies available to Co-op at Ancaster.

Request to all members to feed in items for the newsletter on a continuous basis to Adrian who will forward to Nikki.

The notes were proposed by Alison Nash and seconded by John England as an accurate record of the meeting.

Action: Kate to send final copy to Adrian to publish on the surgery website and arrange for copies to be pinned to both surgery PPG noticeboards.

3. Patient information and informed consent regarding medical treatment

By way of an introduction to the issue of consent and responsibility, one of the PPG members summarised his personal experience of long term side effects from Ciprofloxacin. With reference to discussion with the senior clinical partner, Adrian outlined the controls that the Practice has in place which include a limited formulary of medication; a clinical pharmacist as part of the Practice team to help with specific medication issues; working within a clinical system which flags up contraindications

which the GP can discuss with the patient and assess the potential risks of side-effects versus the benefit of the medication to the patient. Plus, the backstop of the patient responsibility to read the Patient Information Leaflets.

Action: Adrian to summarise response from the Practice on the controls in place for inclusion and also to include as a feature in the next newsletter on Patient Information Leaflets.

4. Social Prescribing – The Practice views and experience (paper previously circulated) Adrian introduced the item, with mention of a previous electric bike scheme, the local walking groups and the village activity database recently created by the PPG. As a member of the local federation of 18 GP Practices in SW Lincs, the Practice has made a bid to the local Community Volunteer Service (CVS) with regard to building on the PPG village activity database, making it SW Lincs-wide and to train reception staff to become ‘patient navigators’.

Action: Adrian to take back to Federation and pursue funding with the CVS.

5. Feedback

- I. Healthwatch – update previously circulated. Discussion regarding winter pressures and national emphasis on increasing evening and weekend access to GP appointments, benefits of seeing one’s own GP such as building trusted relationship, support and feedback following referrals versus more timely access to any GP.

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) **All members to consider attending East Midlands Rural Health & Care Innovation Exchange meeting at the Lincolnshire Showground on 6 December or the next Healthwatch meeting on 23 January featuring Neighbourhood Teams. If anyone is interested, please contact Alison for further information.**

- II. Patient Council – action notes from 25th October meeting previously circulated, full minutes to follow. Next meeting is 17 January 2019.

Action: As the PPG representative at the Patient Council, Kate is unavailable for the next meeting. If anyone is interested in attending, please liaise with Kate

- III. Medical Equipment Trust (MET) – report previously circulated. John summarised the role of the Trust. Current emphasis is on the Christmas raffle. The Trust is looking for volunteers to help sell tickets at the Ancaster Co-op on 1st & 15th December.

Action: Volunteers sought for 1st December – please liaise with John.

- IV. Friends & Family – information only available from Ancaster due to staff sickness. Overwhelming majority of feedback indicates ‘extremely likely’ to

recommend the Practice to friends and family. Comments complementing individual staff members provide particularly useful feedback.

- V. Flu Clinics – Kate, Sadie & Alison attended some of the clinics to sell MET raffle tickets and seek feedback from patients regarding the PPG. The sample size was relatively small, but the tally indicated about 90% had heard of the PPG and about 37% made use of online services, such as making appointments and ordering repeat prescriptions.

6. Outstanding tasks for next meeting.

The following tasks need to be delegated:

- i) Access to the PPG email address via the Practice website.
Action: Adrian to resolve access and report back
- ii) PPG Facebook account is not active. David M offered to promote the PPG on Fulbeck Village (closed) Facebook site.
Action: all members to consider if they would like to re-activate and manage the PPG Facebook account.
- iii) The PPG content on the TV screens in the waiting rooms needs to be updated and improved
Action: Elizabeth offered to review in liaison with Adrian.
- iv) The PPG noticeboards at both surgeries need to be maintained.
Action: Alison (Caythorpe) and Sandra (Ancaster) volunteered to work together to maintain the board information.
- v) Carer support – to prioritise and reactivate the Carers working group including the Carers Champions.
Action: to be addressed at the next meeting

7. Any other business

- i) Adrian congratulated the PPG on its 4th anniversary (26 November 2014), support from past and present members is very much appreciated.
- ii) Automated check-in facility – equipment has been ordered. Volunteers from the PPG will be sought to assist patients checking in when installed.
Action: Adrian to liaise with members when dates (2019) are known.
- iii) Group advised there will be two meetings before the AGM in May 2019. It was agreed to propose one or two priorities for action in 2019 at the January meeting and to reactivate the Carers working group.
- iv) Elections for Chair, Vice Chair and Secretary will take place at the AGM in May 2019.
Action: members to consider standing for an Officer position in 2019/20.

8. Date of next meeting – 2pm on Wednesday 23 January 2019 at Ancaster.
Alison will act as Secretary.

Meeting finished at 3.55pm