

PATIENT PARTICIPATION GROUP (PPG)

DRAFT MINUTES OF MEETING 6PM 18th August 2021

1 / 2. Welcome and Apologies

Present: Kate Holley (Chair); Elizabeth Cole; Ann Porter; David Jeffery; Adrian Down (Practice Manager); John England; Gill Thornton; Alison Nash; David Morison; Sandra Kemp; Ann Sampson;

Apologies: Jacky Scott Coombes.

3. (i) Covid booster and Flu Vaccination Update (Adrian)

The Covid Vaccination had been given for 18 year olds and above but is now being offered for 16 and 17 year olds, which should be completed by mid – September. From the end of September a Covid booster programme will commence, prioritising the most vulnerable, including the elderly, people in Care Homes and the Housebound. The majority will take place at The Meres, Grantham. The booster may be the same or a different type to the original vaccination. Further guidance and direction is awaited.

3. (ii) Flu vaccination update.

There is concern that outbreaks of Flu may be more widespread and more serious this year. Starting in mid – September, it is intended for the vaccine to be given at Caythorpe Practice as it is easier to manage social distancing. There will be one vaccine batch used for the over 65's and a different one for the under 65's. Where available, patients will be

invited by e mail or text message. The remainder will be invited by telephone or letter. There may be an opportunity to select an appointment at the Surgery.

Trials have shown that both Covid booster and flu vaccines can be safely administered with a 7 day gap.

Many of the staff have been involved in Covid vaccination sites, like other Practices, and it is hoped that things will get back to normal by Christmas.

4. Ask My GP update.(Adrian)

Changes made to Ask My GP have been very successful. Recently there has been a noticeable reduction in demand and with the addition of locum support, the service is much more manageable now. The service is turned off at weekends but it was noted that there is no information as to when it would be switched on again – Adrian agreed to look into this. More patients are using the 111 service at weekends. Feedback from the service has been very positive. There is potential to introduce a booking system that will offer face to face appointments with the First Contact physiotherapists. Adrian reported that there are more general Face to Face appointments now.

5. Annual General Meeting.

This will be held on 15th September at 6pm at the Ancaster Surgery. This will be advertised on Facebook, the Practice website and on the waiting room noticeboards. There is capacity for 2-3 new members to join the PPG. (Patient Participation Group). Please inform Kate if any member wishes to step forward or step down from the elected offices of the group. It is hoped that some people from the Practice may attend – Adrian will ask around.

There was a suggestion for Leigh Pendry – Complex Care Co Ordinator to be invited to come and speak to the PPG.



6. Health Promotion.

This will be re- introduced at some point in the future. Health campaigns may be put on the website and possibly on facebook and will be tied into the NHS. Questions were asked about facebook usage and it would appear that with a patient number of 9,500 it seems to be viewed about 5000 times. The social prescribing programme may be considered again such as walking group/ badminton etc. and this will be discussed at another meeting.

7. Walking for Health This has been sponsored by the Surgery and previously led by David Jeffery. The group have started walking again but need someone to take over the leadership.

8. Any Other Business.

David asked why patients no longer have a named GP – Adrian explained that the system has changed and all patients have a Registered GP and a Usual GP. He said that all patients at Ancaster have Dr Glasson as their Registered GP and all patients at Caythorpe have Dr Robinson as their Registered GP. Patients can ask to see who they want to see if they are available.

David reported that it has been reported to him that there is often background noise on the surgery recorded message, which can be problematic for those patients who are hard of hearing. Also there is a long message encouraging internet use, which can be distressing for people who do not use the internet. Only 70% of our patients use the internet.

Generic e mail – Patients are not encouraged to use this as they do not always get answered e.g. when someone is away on leave.



Face to Face appointments – It was asked if we could look forward to face to face appointments like pre pandemic times. Adrian responded that face to face appointments had continued through the pandemic and that these appointments are available if needed.

John questioned the change in Patient Councils and asked why the system needs to change if it was working well.

Ann S reported that when patients are asked to come in for health checks that they are not always informed to collect a urine specimen bottle in advance as sometimes patients bring a bottle from home which is not suitable. Adrian to amend health check letters.

Jacky would like to convey her thanks to the Practice for the referral that was made by the Clinicians at the Practice that allowed her to be see quickly. This was seconded by others on the PPG.

Gill reported that there were issues with contacting the outpatient's telephone number @ Lincoln, due to letters instructing patients to chase up by phone if they haven't heard within a few weeks, to chase outstanding hospital appointments. This is causing extra waiting times for patients and clinicians. If you have been sent a letter you do NOT need to chase up by phone. Adrian said they were unable to help but would see if he could find out who to contact to raise the issue.

Adrian closed the meeting with the news that there are millions on the NHS waiting list.

The meeting closed at 7.40pm and there was a reminder about the AGM on 15th September at 6pm. The next PPG meeting will be arranged in October.



