

PATIENT PARTICIPATION MEETING ON 11th January 2016

ATTENDED

Dr SK Naeem,
Angela Elsom
Carol Binks

Mr John Berry
Mr Benard Kelly
Mr Eric Jacombe
Mrs Kath Clark
Mrs Peggy Hodson
Mr Ron Moore
Mrs M Pygott

1. **APOLOGIES**

Mrs K Milner

2. **Previous Minutes.**

The minutes from the previous meeting were agreed and approved. Proposed by Mr J Berry and seconded by Mr B Kelly.

3. **Election of Chairperson**

Mr J. Berry accepted Chairman Role again. No one else put themselves forward.
Mr Kelly proposed and Mr Moore seconded.

A vote was taken and the Chairperson will be elected every 2 years. Mr Moore proposed and it was seconded by Mrs Pygott.

4. **Matters Arising**

No matters arising.

5. **Doctor's Report.**

Issues with the neighbours

Front door locks have been superglued up two weeks running glued up and

Noise and flashing lights when Angela in surgery.

CCTV has been installed and a letter has been sent to them from the Solicitors, setting out all the rights that they and the surgery have.

Twice agreements have been drawn up between the surgery and the neighbours and although it was verbally agreed with Andrew, Zoe refused to sign them. The disturbance is ongoing with the neighbours and could affect the welfare of the patients in Angela's room. When Costain left after topping the car park they left us some barriers and they had been laid down but today they have been put upright to stop us from parking.

One patient was verbally abused when she parked in the car park.

When CCTV was installed, Angela was verbally abused by the neighbours and they have said they would contact their solicitor.

Issues are still to be clarified and will be done by the solicitors.
Angela and John have been verbally abused by the family friend.

6. Practice Managers Report

We have had signs made to be placed in the car park regarding parking. These will be put up over the next month where they can be seen by the CCTV.

We have a Chaplin who comes on Wednesday morning to speak to patients who wish to talk to someone from outside the surgery. Patients can either drop into the surgery to see her or make an appointment with her. Hopefully when the coffee mornings start again at the Methodist Hall she could possibly use this facility.

Leaflets have been printed and are ready to be distributed. The leaflets will be delivered firstly in Killingholme. Mr Moore will deliver around Pilgrims Close. Mr Berry will start by doing School Road and Mrs Pygott will deliver in Mayflower Close and Hawkins Way. Mr Jacombe will deliver in Garden Village. Some have been given to the shops in and around the villages to display on notice boards and to Conoco. Mrs Hodson has taken one for Lindsey Oil Refinery

7. Chairman's Report

The newsletter is hopefully being restarted and it will be a 3 month regular newsletter, if the surgery could put article in along with other organisations around the village. This will keep the profile of the surgery high in the village.

A street sports starting in the village between 7.00 and 8.30pm on a Thursday evening inside the community centre in winter and outside in the Summer. They are also trying to organise a youth facility for the children.

There was a meeting on 9th December 2015 of the Chairpersons of the PPGs; this is on a 3 month basis. Items discussed include contract compliance –There are 19 practices in North Lincolnshire and all of them need to have a PPG group. 18 out of 19 are compliant however some of them are virtual PPG group.

PPG clinical practices survey. 38% of GP Partners are aged 55 and over, and it seems to be there is difficulty in recruiting GPs. Some practices are employing Pharmacists and Nurse Practitioners. Patients need educating that they do not always need to see a Dr and that maybe they could see the Nurse instead. If we increase the patient numbers how would we cope with the increased numbers? This will have to be looked into in the future as numbers hopefully rise.

Care networks were discussed and it was thought that patient participation group could play a part. It was thought that each PPG should nominate a member to attend the meetings. It was decided that we would wait for more information before nominating a member to go.

Veteran's care - do we know how many veterans are registered with us and what concerns they have i.e. drink, drugs, sleep and any other reasons. Could this be flagged on the patient's notes in any way? The next meeting will be in February.

8. Improvement Priorities Progress –

Confidentiality – there have been no more complaints
Blister packs have increased to 50 patients per month.

9. **Thoughts for the future**

Opening times – We have had the idea of opening Monday, Tuesday, Thursday and Friday all day. The phones will be available from 8.00 to 6.30pm. This would help the staff when they need to make telephone calls of a confidential matter. It would help patients access the surgery at different times of day. No extra surgeries would be put in at the minute as they are not needed. Mr Moore asked how the staff felt about it. All staff is in agreement with the new hours, how they will be worked has been discussed but rotas need finalising. This will come in hopefully in April as we will need to get new telephone messages and opening hours will need to be changed on all practice information
This will be updated at the next meeting.

10. **Any other business**

Mr Jacombe's sister was in pain and they rang 111 for help and advice. They had no contact for 6 hours and had to ring 999 after which they got a Paramedic who came out after 45 minutes. He complained about the 111 service. Mr Jacombe will give Angela the details of his sister as she is a patient at our surgery and she will raise a significant event. Mr Berry will raise this issue on the agenda in his next meeting.

11. **Next meeting:** 7th March 2016 at 12 midday.