

PATIENT PARTICIPATION MEETING ON 13th May 2019

ATTENDED

Angela Elsom

Carol Binks

Dr Naeem

Mr John Berry

Mr Brian Wright

Mr R Moore

Mrs K Milner

Mrs P Hodson

Mr G Stacey

APOLOGIES - Mrs M Pygott, Mrs W Shepherdson

1. Previous Minutes

The minutes from the previous meeting were agreed and approved. Proposed by Mr G Stacey and seconded by Mr B Wright.

2. Matters Arising

Richard Hannigan and the council are unable to assist us in funding our improvements to the surgery however he is willing to facilitate a meeting between John, Angela and The Chair of the CCG, Dr Faisal Baig, to discuss the needs of the surgery and its patients in early June. John is not happy about the fact the surgery cannot get help and we have a lot of elderly people on our books and they cannot get transport to any other surgeries. The group feels that the surgery is getting a raw deal and that the patients are entitled to the same level of service as other surgery patients and that we should get it here. We are looking for some support from Mr Baig.

John has had a letter from Martin Vickers regarding Pharmacy for U and he has written to the secretary of state but has not had the reply we would like but he is still trying to sort this all out. This service is not run by the NHS it is a private company but are allowed to use the NHS logo. If this service keeps going it could affect the surgery because of the prescriptions being taken out and this is what brings in our income. This could also be a problem for the local chemists in the area.

3. Doctor's Report

Primary Care Networks (PCNs) are being developed in primary care. This is forcing GPs to work together and we are part of East network. Other members include West Town Surgery, Winterton Surgery, Barnetby Surgery, the two surgeries in Brigg and Trent View Medical Centre in Scunthorpe. These are still in planning stage but we have to be signed up by Wednesday. We see it as a positive. It will not make a big impact financially to us as all payments are done on head of population and we are small. The big practices have

more doctors and staff and we are a single handed Dr and Nurse; therefore they will be able to offer more of the services. How would some of the patients get to the other surgeries as there is no transport from South Killingholme? We would not be able to provide 8.00am to 8.00pm surgeries as the reimbursement wouldn't be worth it. We are too small to make a difference but we can influence decisions that are made

4. Practice Managers Report

Leaflets on how GDPR will affect patients and confidentially have been produced. A copy was given to all PPG members. All patients that join the surgery will have prospective online access to notes, from the date of joining. Patients will need to opt out if they do not want it. As of next year all patients will have access to online records. This is a huge piece of work to ensure that there is no information available that refers to another member of the family by name.

We will not be able to use the fax from March 2020; we are being proactive with this and informing people who fax us that this is stopping and giving them an email address for future correspondence. We are hoping ours will not be active from 1st July 19.

A new service coming on line it is called engage consult. It will be available via our web site page. You click on the appropriate service, sign up for it (for confidentiality) and then give details of your problem. This will go to the receptionist who will send the message to the appropriate person to deal with it and you should have some form of response during the day. Some problems may be able to be dealt with like this without coming into the surgery.

All paper records have to be put into the computer records by 2021. Again this is a big piece of work. There is a question at the moment of what funding will be available to help with this

111 are now able to book 1 appointment per day for emergencies

We have to be upgraded to windows 10 over the summer months, so this is also a reduction in service we will have whilst this happens. We are also expecting to have a new network provider.

5. Chairman's Report -

The new ambulance service has started; it is too soon to be asking questions of them.

At the meeting they also talked about networks and that a new NHS app will be available for making appointments.

John says that there may be some funding for another bus to come to the village and it will be a 2 hourly service that takes you to Immingham to get the No5 bus; nothing has been finalised as yet.

6. Improvement Priorities Progress

Nothing at this time – there is a lot of change afoot .

7. **Thoughts for the future**

Could we get the chairman of the CCG to come to a meeting of our PPG to discuss some of the issues we feel strongly about? Angela will send an invite and ask him to attend the next PPG group.

There is a group called Healthwatch - should we also ask them to come to the next PPG meeting as well.

8. **Any other business** – Nothing at this time.

9. **Next meeting:** 1st July 2019 at 12 midday. – this may be changed