

## PATIENT PARTICIPATION MEETING ON 14<sup>th</sup> January 2019

### ATTENDED

Angela Elsom  
Carol Binks  
Dr Naeem

Mr John Berry  
Mr Brian Wright  
Mr R Moore  
Mrs K Milner

APOLOGIES - Mrs P Hodson  
Mrs M Pygott  
Mrs W Shepherdson  
Mr G Stacey

### 1. Previous Minutes.

The minutes from the previous meeting were agreed and approved. Proposed by Mr B Wright and seconded by Mrs K Milner.

### 2. Matters Arising

Article for village magazine given to Angela to read and make sure everything is ok. Facebook for the PPG does not seem to be working for the surgery.

### 3. Practice Managers and Doctor's Report

We are not offering Out of hours service (extended hours) at our surgery but we are able to refer patients to other surgeries in North Lincs for appointments. It is not always possible to get an appointment at the other surgeries.

The Physiotherapy service is up and running. If a patient has a muscular problem they could have an appointment directly with someone who can arrange physiotherapy/advice where needed. It is to help reduce referrals to the hospital and should help waiting times.

There is no Poesis at the surgery anymore.

We are waiting for the WIFI for the waiting room that is going to be provided by the Government. We have asbestos in the walls upstairs so this is stopping work at the moment.

The number of patients who use Online services at this surgery is below the national average; we have a lot of people who do not use Internet services at all.

For this reason there is a survey being carried out in the reception area on Tuesday which is also offered online for patients.

Enhanced summary records - this is when our records are allowed to be shared with other organisations such as the hospital, Out of Hours etc and includes allergies. Our numbers of patients who have agreed to this level of sharing is also down. Patients have to actively agree for the information to be shared.

Car park finalisation is still waiting for the Council and Costain to assist me with completing the flood plan; nobody has come back to me yet.

We now have Lianne offering a phlebotomy service in the surgery. She is fully trained and doing well. She has a clinic usually on a Tuesday just for taking bloods.

#### 4. **Chairman's Report**

There have been no meetings since the last PPG meeting.

Mr Berry is going to a meeting of the CCG on Wednesday at Brigg and will report back to group. The government is doing a 10 year plan 20 billion funding over 3 years and as part of this plan GPs are going to get more money to work at scale with other surgeries.

#### 5. **Improvement Priorities Progress**

Already covered

#### 6. **Thoughts for the future**

Nothing at this time.

#### 7. **Any other business**

There is now virtually no bus service in the village. Ron asked if council could be contacted regarding the franchise for the bus service for people who have to go to the hospital etc. They can contact the call connect services, but they only go to Immingham or to the hospital in North Lincs. Martin Vickers has brought this up in parliament and is having a meeting with the transport Minister with the transport minister.

#### 8. **Next meeting:** 4<sup>th</sup> March 2019 at 12 midday.

## Article For Parish Magazine

Welcome to the Killingholme Surgery. We are a small family-centred GP Practice, serving the needs of the local population and surrounding villages. We also have our own in-house dispensary. This means we can supply you medication, if it has been prescribed by our doctor, for all your needs.

Following the loss of the No 5 Bus Service to Immingham and Grimsby, the population may find this local service of help to them.

We are welcoming new patients to the surgery and reception staff will be happy to assist you should you wish to join the Practice.

Dr S. K. Naeem is our local GP. He brings several skills to the surgery and we offer minor surgery, joint injections, child health surveillance and HGV Medicals as part of the service.

Angela Elsom is our Nurse Practitioner and Practice Manager. She can see patients who have asthma, COPD, diabetes, kidney and heart disease. She can also help with smoking cessation and weight management along with childhood vaccinations, cervical screening, and family planning, ECG's, dressings and flu vaccinations

Lianne Parkin is our phlebotomist and undertakes all our blood testing.

All of your health needs can be met at the Killingholme Surgery on Town Street.

We offer same day appointments with the GP as well as appointments that can be booked in advance either by telephone, in person or online

Opening times are:

08:00 – 18:30 Monday, Tuesday, Thursday and Friday

08:00 - 13:00 Wednesdays

On behalf of the Killingholme Surgery Patient Participation Group