

PATIENT PARTICIPATION MEETING ON 14th May 2018

ATTENDED

Angela Elsom

Carol Binks

Mr John Berry

Mr Brian Wright

Mr Gareth Stacey

Mr Ron Moore

Mrs W Shepherdson

Mrs P Hodson

Mrs M Pygott

APOLOGIES - Mrs K Milner

1. Previous Minutes.

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

2. Matters Arising

Nothing at this time

3. Doctor's Report.

Report from CCG. Finances are looking to be in better order by the end of this financial year. However there are still savings to be made – mainly by way of reduce spending on certain medicines. Angela has a report that has come from CCG stating which medicines have to be changed if possible. Most of the ones that are left are patient preference.

4. Practice Managers Report

Angela has nothing new to report at the minute. We have got the survey results back ready to go on the board. There are no great changes from last year. Some of the responses show that patients are not aware of everything that is done in the surgery; therefore we will put a surgery comments list next to the negative comments.

5. Chairman's Report

John has written to Martin Vickers and received a response. He meets regularly with the CCG and they hope the CCG will come out of special measures soon.

Martin has had a meeting regarding NLAG and he has spoken to NHS improvement because he wants reassurance that when the hospital comes out of special measures this time it stays out. They are being assessed again in the autumn

EMAS has been spoken to regarding the quality of their service and they know that they have to improve. EMAS are asking for more money to improve the service but it is not thought to be cost effective at the moment.

Thames ambulance been given notice to quit by North Lincs CCG and the CCG are looking for an alternative provider.

Mr has asked for all of these to be put on the agenda recurrently so we will be kept informed about progress.

The new extended hour's service starts on 1st October however they do not know where it will be based yet. The Group is waiting for the answer to this question.

John brought in a leaflet by Riverside and Broughton surgery promoting self-care and how to access help.

6. **Improvement Priorities Progress**

Nothing has been heard about the money for the extension.

Planning will need to be reapplied for as last time it was done to help with the new road proposal. The car park is ok until 21st July. Angela will have to apply for it is made permanent stating the facts of needing it for safety of our patients and lack of parking outside.

7. **Thoughts for the future**

1405 is the amount of patients registered at the surgery at this time.

Mr Berry was wondering if we could print out some leaflets and ask the blister pack patients who we deliver to if they could give to any one they know who would like to join our surgery.

Mr Berry saw a section in the Doctors part of the yellow pages where a surgery had advertised its services. He wondered if somebody look on line and see if this could be done.

Facebook could also be another option and Mr Wright will look into this for the surgery. We need to get the message out that we have appointments available on the day as well as pre-bookable appointments.

At the next meeting have another talk about this situation?

Angela will contact NH England with regards to what we are able to advertise legally and see what they can suggest.

Could the PPG set up any form of advertising?

Carol Eaton is the head of the local school could we contact her and ask if we could put a leaflet in the school for any new children starting at the school.

8. **Any other business**

Gold Standards Framework is about the end of life care. We are looking to get the surgery accredited for this but there is some work to do first. It is being started with the over 75's. They want us to have a conversation with patients about your end of life wishes and record it on the computer so it is available for everyone.

Mr Berry has seen Dr Bhorchi and she is well.

9. **Next meeting:** 2nd July 2018 at 12 midday.