

PATIENT PARTICIPATION MEETING ON 4th March 2019

ATTENDED

Angela Elsom

Carol Binks

Dr Naeem

Mr John Berry

Mr Brian Wright

Mr R Moore

Mrs K Milner

Mrs P Hodson

Mrs M Pygott

Mrs W Shepherdson

Mr G Stacey

APOLOGIES -

1. Previous Minutes.

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

2. Matters Arising

Nothing

3. Practice Managers and Doctor's Report

NHS England will not be investing in the surgery, as there are no developments coming to this part of North Lincolnshire; therefore numbers are unlikely to increase and we have enough room to provide Core Services.

There has been a strategic assessment of North Lincolnshire; taking into account development, room for expansion, cost, need. The surgery does not score highly in any of these categories therefore we do not meet the criteria for investment.

The new GP Contract is going to send funding to Networks and we will be expected to work in the Network to receive any additional funding to the global sum we receive now. We are unable to do extended access and the money being given is not enough to support opening longer hours and employing staff therefore these services will be offered at other surgeries in the Network and they will receive our funding.

We know there is no transport to these areas but it is patient choice – they either come during the day to see us or travel for appointments outside the normal GP hours. It will be the patient's responsibility to get themselves to these appointments.

It has been noted that the services the surgery offer are of high quality but these cannot be funded for all 170,000 patients in North Lincolnshire.

Mr Berry would like to contact the local councillor to see if we can get any help for the surgery improvements from the council. We can ask for some funding to help change some of the rooms in the surgery. If the council was prepared to invest NHS England would maybe look at the request again.

Care navigation is working well throughout North Lincolnshire but our patients are not using these services, the only service being used is the Physio service. We do not have enough patients on a weekly basis to fill a surgery for the physiotherapist to come out to our surgery. There are long waiting times at the hospital and some of the procedures they do are unnecessary; computer software has come out this week and patients will be assessed to see if the patient meets the criteria for referral prior to being referred for a procedure.

They are trying to bring out online consultations to reduce GP appointments (but a lot of our patients do not have a computer) as well as encouraging patients to make more use of online services such as prescriptions, appointments etc.

4. Chairman's Report

Mr Berry attended a meeting in January at Brigg with the CCG and PPG forum. Patient transport will be done by Savoy Ventures Ltd and the contract will start on Wednesday 6th March. Everybody who contacts them for this service will be contacted and assessed for suitability.

Ron asked how patients will be able to get to hospitals as the number 5 bus service has now stopped in the village. Mr Berry has spoken to Geoff Day about this and he has said he will speak with North Lincs Council.

NLAG trust has significant challenges. The CCG has changed the rating from inadequate to needing improvement. There are still significant challenges within different departments of the hospital.

East Midlands ambulance services do not meet the national standards and this is being monitored by the local CCG.

An Urgent Treatment Centre will be opening at Scunthorpe General Hospital in October. All patients will be triaged and then sent to the correct department to be seen – this will stop inappropriate attendance at A/E. Mr Berry raised the question of can our patients use Grimsby Hospital for out of hours and he has been told that they can.

Mr Berry spoke with Martin Vickers and one item he raised was the Pharmacy 2 U. They are not regulated by the NHS and this is a private service. Safety of medications was discussed such as we do not put any patient's blister packs through the door until we have spoken to the patient first to see if they have any pets. We do not subscribe to this service as we do not do electronic prescriptions and this means the patient would need to post their prescription to Pharmacy 2 U before their medications could be dispensed which would make a much longer turnaround time for medications.

5. **Improvement Priorities Progress**

Nothing at this time.

6. **Thoughts for the future**

Were there any comments about the article for the village magazine?

Do we need to do another for the next magazine and what subjects do we want to concentrate on. It was decided we could talk about DNA appointments, patients with Chronic diseases and long term medications who do not attend clinics for review, up to date contact details.

Ideas for the future include doing a piece on patient confidentiality and the consent age for discussing medical problems with parents. This is the new GDPR guidance and is a legal requirement

7. **Any other business**

Mr Stacey was worried about online safety with the online services that are encouraged to be use – he was assured they are all to be password protected

8. **Next meeting:** 13th May 2019 at 12 midday.