

PATIENT PARTICIPATION MEETING ON 8th January 2018

ATTENDED

Dr SK Naeem,
Angela Elsom
Carol Binks

Mr John Berry
Mr B Wright
Mr R Moore
Mr Gareth Stacey
Mrs M Pygott

APOLOGIES – Mrs P Hodson, Mrs W Shepherdson, Mrs K Milner

1. **Previous Minutes.**

It is time to re-elect a Chairperson for the group. Mr R Moore proposed that Mr J Berry remain Chairman and it was seconded by Mr G Stacey. The group agreed and therefore Mr J Berry is re-elected as Chairperson.

The minutes from the previous meeting were agreed and approved. This was proposed by Mr B Wright and seconded by Mrs M Pygott

2. **Matters Arising**

No matters arising.

3. **Doctor's Report.**

Dr Naeem has had his appraisal and everything is completed. There will need to be another patient survey for Dr's revalidation. It needs to be from 17 patients.

4. **Practice Managers Report**

Lianne has done a board in the waiting area with the CQC results and the report has been laminated and put on the board for patients to read.

5. **Chairman's Report**

- At the last PPG Chairs meeting the group was asked to enquire whether the surgery records patients as veterans. This is now needed. We do this if we are told or have any relevant information. There was discussion about what comprised a veteran.
- Mr Berry had received letter from pharmacy for us touting for prescription business. He sent a letter to Geoff Day about it. No reply has been received as yet. We have only had one person that we know of that has signed up for this service. Once patients are aware this may lead to closure of the practice they are happy to remain getting their prescriptions from us.
- With regards to the correspondence from CCG about it's overspent. Mr Berry has had letters from various different people – CCG, Geoff Day, Jeremy Hunt, MPs and all the figures on the letters were all different. Mr Berry met with Mr Holborn (Chief Finance Officer CCG, who has now left. They had a £4 million deficit. Mr Holborn thought they would be able to pull this round. They have already clawed back £1 million.
- However Mr Berry still has concerns about the Health Service as a whole.

- The hospital trust has been put back into special matters for financial and clinical reasons.
- Some of the ambulance services are in turmoil.
- CCG overspend

He feels the only thing that is working is the surgery.

- There are to be some concerns within the group regarding communications between the hospital and the Dr's surgeries. Some of the letters from the hospital are not coming back and patients are coming in or ringing and the results are not here. The same is happening with the drugs that have been prescribed from the hospital, then patient comes in and we have no information.
- Numbers of patients being seen is sometimes about patients needing education on when to come to the Dr's and how to use out of hours service.
- Mr Vickers said in his letter if we have any concerns regarding any of these items to let him know. Mr Berry feels North and North East Lincolnshire patients are being short changed as a whole. Mr Berry will contact Mr Vickers again regarding the deficit again, and about the health concerns locally and the Health Economy generally.

6. Improvement Priorities Progress

There is nothing new at the moment.

The new light has been put up in the car park for patient and employee safety.

7. Thoughts for the future

There is nothing at the moment.

8. Any other business

- Mr Wright has said the Christmas opening hours were not on the web site. Could we please check on this for the Easter holidays etc? A message will be put on the website saying we are shut on Bank Holidays, Saturdays and Sundays only.
- Angela said they are thinking of starting a PPG Network East Group and they are asking if any of our group would be interesting in joining it if it was to go ahead. Members responded positively. It is only a thought at the moment

9. Next meeting: 5th March 2018 at 12 midday.