

**MINUTES OF THE PATIENT PARTICIPATION GROUP  
HELD ON 3<sup>rd</sup> APRIL 2017**

**Present:** Ursula Vickerton (chair)  
Danielle Wharton  
George Ducker  
Robert Lyden  
Stephen Bennett  
Sue Wright  
Dr Deepak Gone

**Apologies:** Anita Blakeston, Helen Harris

**Previous Minutes:**

- To address Dr Deepak Gone as Dr at the top of the minutes
- DW has liaised with the Deputy Head (Jade Driscoll) at Baysgarth with regards to a young person joining the Patient Forum.

**Matters arising:**

- A new skate park has opened at Baysgarth School

**Follow up from local publications, TV screens etc:**

- Another article to be placed in the Bartonian explaining what has been discussed in meetings etc.

**Update on Central Surgery:**

- Dr Christina Gregory has now joined the practice and a new triage nurse has joined, Tamzen.
- Stopped walk in phlebotomy service, due to various complaints and issues- usual appointment system for phlebotomy has been reinstated. Reiteration regarding bloods for secondary care being stopped but any blood tests requested by the GP may still be taken.
- It was confirmed that the Partners own the freehold of the land and building

**Changes to services**

Move to have e-consultations

Electronic Prescribing Service may potentially start soon, no set date at the moment

Capital physiotherapy now working in house at Central Surgery currently Wednesday and Friday, potentially may also attend on a Thursday

24hr ECG and Blood Pressure now being offered at the Surgery

**Compliments/Complaints/Friends and Family:**

Friends and Family discussed

NHS choices and compliments discussed

Brief discussion with regards to Nurse Practitioners and signposting

Reception to confirm the fact that the Nurse Practitioner can refer onto the GP if needed- to be added to the agenda next meeting to rethink how the Nurse Practitioners may be advertised.

**Update on North Lincolnshire National Health Services, any plans for changes to services from 1<sup>st</sup> April 2018?**

Brief discussion regarding the plans and the STP (Sustainability Transformation Plan), no hard facts so few relevant points to discuss.

**AOB:**

Online appointments are not advertised but are available from 6.30am currently not advertised due to limited numbers available and not wanting to increase drastically as not fair for those who are unable to obtain access to the online system. Nurse Practitioner appointments available to pre-book seven days in advance online, plan to increase and advertise the online appointments more after the Easter Break now we have two additional GPs.

**Date of Next Meeting:**

The next meeting will be held at Central Surgery on 5<sup>th</sup> June 2017 at 7pm. Please ring the doorbell on the blue side door on arrival.