

**MINUTES OF THE PATIENT PARTICIPATION GROUP
HELD ON 6th FEBRUARY 2017**

Present: Ursula Vickerton (chair)
Danielle Wharton
George Ducker
Robert Lyden
Helen Harris
Sue Wright
Deepak Gone

Apologies: Anita Blakeston, Stephen Bennett

Previous Minutes:

- Nil to note and agreed, outcomes to be discussed throughout the meeting

Matters arising:

It was confirmed that 111 still directs to Out of Hours in Scunthorpe.

Follow up from local publications, TV screens etc:

TV screens updated and the GP pictures displayed have had a positive effect. Article/advertisement has been placed in Bartonian and Goxhill Gander and the Parish news.

Update on Central Surgery:

- Reply on funding for Barton declined, due to disagreement with regards to the use of the room, and Goxhill increased slightly; DW still liaising with NHS England.
- New GP started on 30th January, Dr Hector. We will soon have three female GPs and four male GPs
- Update on late patients' policy – If patients arrive within their ten minutes they will still be seen, if they arrive after their appointment time it is the clinicians discretion as to whether they are still able to consult the patient. Patients may be put on the Urgent Care list if urgent for that day. This will be advertised via the website, newsletter and in the waiting room. DG reiterated it is always best if the patient lets the reception team know if they are going to arrive late.
- An urgent care hub has been implemented and is a new system in place with a GP or Nurse taking phone calls with additional appointments reserved for patients with urgent needs. This is run by a multidisciplinary team including chronic disease nurses, practice nurses, nurse practitioners and GPs, ensuring patients are seen by an appropriate person.
- Online booking and pre-booking with Nurse Practitioners provided overall positive feedback
- Chronic disease clinics will be held at Goxhill to encourage patients to use the facilities there.

- Would still like to acquire a young person on the board it was queried whether to contact a sixth former at Baysgarth. GD also advised it may be worth contacting Julie Poole from North Lincolnshire Council with regards to a young person that is on the 'Youth Parliament, who may be more inclined to attend.

Compliments/Complaints/Friends and Family:

- Compliments received
- FFT to be handed out by nurses
- Discussion with regards to blood drop in clinics, particularly hectic experience on 27th January explained learning points from the date which are as follows:
 - Two nurses to run the clinic in future
 - A notice to be given out to patients to state bloods only and if aware of anything that may cause difficulty to please book an appointment instead
 - Anti-coagulation specific clinics to be put into place to allow for more appointment bookings.

It was discussed about advising if a nurse is ill however it is a fine line with disclosing personal information about staff.

- Issues with the chemist raised; unfortunately a lot is out of the surgeries hands however Danielle is due to speak to a staff member there, so will then feedback at the next meeting.

Sustainability and Transformation plan

Briefly discussed, GD to attend a further meeting in March so can feedback more at the April meeting. There are concerns as to how care will be further pushed into the community when already working with limitations.

AOB:

- HH raised a queuing issue at the reception desk as it can block the doors, DW advised further receptionists have been put in to help with demand and on Monday and Fridays there are two receptionists on the front desk at all times. Will review where patients currently queue, unfortunately the check-in screen cannot be moved however the prescription boxes can be and this will be assessed.
- RL asked about Shingles vaccinations, the minimum age is 71 however it works in age brackets working inwards (71 and 79 year olds, 72 and 78 year olds etc.). Patients are recalled and sent letters when due, however if a patient would like to query if eligible they may ask the reception team.

Date of Next Meeting:

The next meeting will be held at Central Surgery on 3rd April 2017 at 7pm. Please ring the doorbell on the blue side door on arrival.