

PATIENT PARTICIPATION FORUM MEETING

MONDAY 5th June 2017 from 7 pm Meeting Room Central Surgery Barton

Present: Ursula Vickerton (chair)

Stephen Bennett,
Sue Wright,
Helen Harris,
George Ducker,
Deepak Gone

Apologies: Anita Blakeston, Robert Lyden

- 1 Minutes of the meeting held on Monday 3rd April
 - Awaiting response from Deputy Head at Baysgarth
 - Advert on website for 15-25 year old age range with an interest in helping the patients forum ?potentially add to TV screens
- 2 Matters arising
 - Nurse Practitioners, information added into Newsletter and Website. Query a note in the Bartonian
- 3 Update on Central Surgery from 3rd April onwards, any changes to services and staff
 - No plans for new clinicians at this stage
 - Letters sent regarding a QRisk issue, around 460 patients were affected. The QRisk has been calculated incorrectly and therefore letters have been sent informing patients. This was a national problem. The QRisk calculates the risk potential of stroke and heart attack.
 - Practice worked through missed referrals from NLAG (Northern Lincolnshire and Goole) hospitals. Out of approximately 4000 an estimated amount of 700 were not seen. Those that had been re-referred were not included in this count.
 - Danielle informed the committee regarding the fact that NHS England has declined the additional notional rent funding.

Any proposed changes to facilities or patient services in pipeline?

 - Nil to note
- 4 Summary Compliments/Complaints/ Friends and Family/ Survey/CQC?
 - Outline of Friends and Family discussed. Mostly positive, one negative. Negative comment was based on having to go to Scunthorpe for bloods. The practice does make provisions for those that are disabled and unable to attend the hospital bloods. Shared care agreements are able to be arranged via the consultants.
 - Positive comments regarding the nursing team

5 Any Other Business

- Brief discussion regarding the pharmacies
- Query regarding the door signs for locums- Danielle to look into
- Check in machine does not state the zones if admin are not clear on where the clinicians are working on that day. This is often the chronic disease nurses. The majority of the time it will state the zones.
- GD attended the North Lincolnshire PPG forum on 26th April, Danielle will forward the minutes.
- Discussion regarding the discharge lounge

6 Arrangements for our next meeting

4th September 7pm