**PPG Meeting Tuesday 5 March 2019**

Present:

Dr James Ogle JO

Mary Harrison MH

Jacqui Oakley JO

Joan Hawkins JH

Linda Jones LJ

Lynn King LK

Sheila Adcock SA

Apologies: Jenny Dowling

 **Minutes**

**JO** reported that the Business plan for the new premises had been submitted to the CCG for approval.

It was hoped it would be discussed at the March Meeting but unfortunately this meeting had been postponed and would now be discussed in May. If the practice has the go ahead from the CCG it can then start to formulate the detailed plans for the premises and JO wanted to include patients input likely through a consultation process.

JO reported that the practice had not been successful in its bid for a second surgery site at the new Lubbesthorpe development. This had been awarded to Forest Medical Centre at LFE subject to the final business case. It is expected that Forest House Medical Centre will close their premises on Park Road when this premises is built. Forest House Medical centre have also reduced their catchment area which no longer includes Ratby village therefore any new patients living in Ratby will not be able to register at Forest House. Ratby Surgery practice area covers still covers Leicester Forest East and Lubbesthorpe despite this and so Ratby Surgery remains a choice for patients who live in the area. MH asked if the practice was struggling for doctors with the increasing list size. JO explained Ratby Surgery list open and is growing steadily due to new arrivals to the area and anecdotally from new patients long waiting times and difficulties making routine appointments at neighbouring surgeries but continues to offer routine appointments within a week even during the busy winter period. It was noted that there were free appointments during the recent half term week!

**JO** gave feedback of the financial position of West Leics CCG, there will be an over spend by the end of the currently financial year which will have a knock on effect for the finances for 19/20.

JO –New pathways are being introduced for referrals to MSK/Dermatology and soon to be other specialities any referral sent by a GP will be triaged on receipt and other pathways may to offered prior to seeing a consultant which may be thought to be more beneficial to the patient. MH asked how the doctor felt about this new pathway, he was concerned that patients may not want to try alternative treatments before seeing a consultant and but this was mandatory and it would be reviewed by the CCG.

Ratby is going to joinin a Primary Care Network along with Groby, Desford, Newbold Verdon this constitutes approximately 24,000 patients, which is smaller than some Networks. We will then share various resources available eg.. Pharmacists/Physios/Social Prescribers. There are 3 networks within Hinckley & Bosworth locality and we would discuss this again at the next meeting.

The CCG has been awarded 8 million to re-locate services from Hinckley & District Hospital, which is becoming increasingly difficult to maintain due to the age of the building, to Hinckley Community Hospital.

3rd Party ordering for prescriptions (where the Chemist orders on behalf of the patient) will cease from the end of June 19. Patients will either have to order their prescriptions on-line or drop then into the surgery. It is hoped patients will then only order the medication they require. Currently there is evidence that patients have medication ordered on their behalf that is not required that month, it is hoped this will save money on medicine wastage. This will not apply to any patients who are frail or vulnerable they will still be able to have their prescription ordered by a 3rd party.

**SA** reported on the PPG Network meeting (this is a meeting of PPG members from all over North West Leicestershire) some PPG’s are finding it difficult to engage with their practices some have reported that they now longer meet in the evening but at lunchtime which has meant that many of the members are not able to attend due to work commitments, others now only have a virtue group (information is sent out from the practice electronically to patients with no face to face meetings with the practice staff). James said how much the practice valued the input from our PPG members and members agreed they had felt they had seen improvements to the practice since attending the grouip.

Quorn Medical practice’s PPG gave a presentation at the Network meeting of a pack they had produced and were asking their doctors to give out to newly diagnosed Cancer patients, the pack contained leaflets and information that patients may find useful along with a letter from the PPG. This was discussed and the group thought it was a good idea in principle but were not happy with the letter, it was felt we should write our own letter to go into the pack. If anyone would like to draft a short letter for the pack please email SA any suggestions .

**LK** reported that she had used the extended access service last Friday evening at Centre Surgery in Hinckley, the surgery had booked her an appointment for 6pm, when she arrived she was the only one waiting to be seen and found the service very efficient. This is available for practices to use when they have no appointments available to offer patients that day. The appointments are available

between 6.30pm – 10pm Monday to Friday & 12noon -6pm on Saturday at Centre Surgery Hinckley,

Coalville Community Hospital, Loughborough Hospital. However she was concerned about the distance she had to travel for this appointment and it was hoped this would be reviewed with more sites available.

AOB

**LJ** asked if the surgery would consider stocking NHS Hearing Aid batteries for both patients and local residents to be able to collect from the surgery as having to travel to other location to pick up batteries. They would need to show staff their NHS Hearing Aid Green Card. LJ had contacted the Hearing aid service and made enquiring as to how the practice could apply to stock the batteries, the information was given to SA to look at registering. Everyone thought it was an excellent idea.

**JH** would like to see the PPG advertise the Practice’s web-site on the PPG notice board, James asked if anyone would like to sit with him to look at our practice web-site and the PPG section as it was felt it probably needs some updating. Anyone interested contact SA. The minutes of these meeting are now posted to the web-site. Joan would like to include details of the web-site in an article in the local Magazine.

**JO** asked if the PPG would be happy to put some posters up at various places around Ratby & Kirby Muxloe advising for people to join our PPG and any important information the PPG would like to promote. If anyone has any ideas for the poster let SA have details via email.

**Next Meeting Tuesday 11 June 2019 at 6pm**