

Brant Road and Springcliffe Patient Participation Group Committee Meeting

1830 hrs 12 August 2021

Attendees

Alice H	-	Chair
Colin F	-	Secretary
Karen S	-	Practice Member
Vicky B	-	Practice Member
Michael H	-	Committee Member
Sheila P	-	Committee Member
Helen S	-	Committee Member
Helen K	-	Committee Member
Andy JP	-	Attendee

1. **Welcome**

The Chair welcomed everyone to the meeting.

2. **Apologies**

There were no apologies received.

3. **AskmyGP**

The Chair questioned why the access hours to AskmyGP had been reduced from the original 24/7 to 7-4 Monday to Friday only. Karen S advised that the surgery had lately become overwhelmed with requests and the surgery had taken the decision to restrict hours to more manageable times. The surgery has also been affected by staff shortages due to Covid which added to the difficulty.

4. **Covid Impact on the Surgery and Vaccinations**

The Chair praised the staff for dealing with the pandemic and the efficient and smooth running of the vaccination centre at Waddington surgery. She asked that he thanks be passed onto staff. Karen S advised that the surgery has received no guidance yet on whether there will be a booster covid vaccination. If the surgery was to give both covid and flu vaccinations there are logistical issues with insufficient room at either Brant Road or Springcliffe.

5. **Reinvigorating the PPG**

The Secretary asked the Committee to give some thought on how the PPG might reach out to more people. He advised that this issue was common amongst many PPGs and not just ours. He asked for members to give this some thought for discussion at the next meeting.

6. **Primary Care Network (PCN)**

The Secretary stated that Primary Care Networks had been established for some time but as yet we had heard nothing from our PCN nor are we aware of any patient engagement. The CCG has said that there should be patient engagement at all levels but a number of PPGs are having the same issue as us. **Karen S agreed to look into this and come back to the Committee.**

7. **General Practice Data for Planning and Research (GDPR)**

The Secretary raised the issue and gave a brief overview on the current position. Karen S advised the surgery had received around 30 opt out forms from patients. **It was agreed that Karen S would look at putting more information on the surgery website.**

8. **Any Other Business**

Karen S advised that the surgery had now installed CCTV outside both Brant Road and Springcliffe surgeries. The system has already proved effective and will help staff and patient safety when the nights start drawing in.

The Chair asked why blood tests requested by hospital consultants were no longer being done by the surgery. Karen S advised that ULHT hold the contract and are paid for those blood tests, surgeries are not. Recently the surgery phlebotomist was just doing hospital requests which was not acceptable and therefore the decision was taken to no longer do hospital blood tests. The Chair advised that patients need to be informed of this change and **Karen S agreed to publish this decision on the website and ensure patients are informed should they contact the surgery.**

Andy JP asked Karen S and Vicki B how staff were coping with everything and they advised him that staff were worn out but doing their best to cope with staff shortages and increased workloads.

Karen S suggested that the PPG conduct a survey to take in patient views and it was agreed to do so. **Committee members were asked to forward questions to the Secretary who will compile the survey.**

9. **Next Meeting**

The date and time for the next meeting was discussed. It was agreed to defer any AGM until next April. The next PPG meeting will take place at **Springcliffe Surgery on 14 October 2021 at 6:30pm**

Patient Council Notes

20/5/20 will be the next digital development and held in Grantham

ULHT voluntary members forum - how much would you like to be involved. -

<https://www.ulh.nhs.uk/about/membership/why/#how-do-i-become-a-patient-representative-and-get-involved-in-activities> Areas where volunteers are wanted include:

Readers panel

Integrated personal budgets

Special interest groups/patient groups

Continuous quality improvement (CQI)

Lincolnshire Research Patient and Public Forum (LRPPF)

Update on developments of the new Lincolnshire CCG - moving to one means more streamlined processes, but 4 localities focused. The new digital structure will be sent out once names in frame & signed off.

The Healthy Conversation Final Report is being finalised. Key things are:

Respect for NHS staff

Support for conditions - prevention & healthier life styles

Better utilisation of NHS buildings

Remote areas being able to access services

Utilise tech more

Collaboration with County council transport

Next steps - all feedback reviewed & analysed / more consultation

ReSPECT update - Recommended Summary Plan for Emergency Care and Treatment a personalised recommendation for your clinical care in emergency situations where you are not able to make decisions or express your wishes for anyone, focus on those with complex health needs / risk of sudden deterioration..e.g. Cardiac conditions/ terminal illness.

It has been in place for over a year - good conversations & proving important in Care Homes for Residents. DNACPR no longer use / but respected & honoured. Some issues to deal with such as cross care e.g care home to hospital. Upload onto the Care Portal? No quick fix for that, but can issue a copy e.g. Ambulance, hospital. There is a need to ensure standard uniformity. ULHT is feeding back. There is support from St Barnabus palliative care. Website shows info on this plus leaflets - <https://www.resus.org.uk/respect/patients-and-carers/> There are cross boarder issues which should resolve as it rolls out elsewhere. There are still questions about where to store the form at home e.g ICE. Behind door.

Corona Virus - Use normal infection control & hygiene. Moderate risk at present from a UK perspective. Mortality from Corona is less than flu. Use soap and water, regularly washing hands.

Urgent Treatment Centre - This is primarily for out of hours / when you can't get an appointment urgently needed locally. This is accessed via 111 online/or phone.