

# LIQUORPOND SURGERY PATIENT PARTICIPATION GROUP MEETING

## Thursday 7 March 2019

Present:	GA	
	RC	
	PD	
	SL	
	IM	Chair
	LN	
	AP	
	PV	Vice Chair
	Dr. H. Matiti (HHM)	GP
	Dr. I. Fernandes (IMF)	GP
	Mrs. Sarah Hardie (SH)	Practice Manager
	Mrs. Annette Jakeman (AJ)	Deputy Practice Manager
	Mr. Keith Foster (KF)	IT Lead
	Mrs. Judith Jain (JJ)	Secretary
	Oonagh Quinn	Healthwatch Lincolnshire
Apologies:	Dr. M. Nolan	GP
	Mr. Robert Bailey	Nursing Staff
	Mrs. K. Motley	Reception Supervisor

### AGENDA

The Chair welcomed everyone to the meeting and expressed his desire to give all members a voice. He thanked HHM for his service and wished him a long and happy retirement. He also thanked PD for being Chair last year.

**Apologies:** Apologies received as above.

**Minutes of last meeting:** The minutes of the meeting on 6.12.18 were agreed as a true record.

#### **Matters arising:**

- **Patient Survey:** SH had gone through and produced 13 questions for members to take home for comments. KF to circulate electronically.

#### **What are our aims and objectives?:**

- What do we hope to achieve from these meetings and how can we improve matters?
- Look at being more efficient.
- Does anyone feel we need to have objectives?
- 'Critical friend' is the best phrase to describe the PPG.
- Happy with criteria of terms of reference.

#### **Patient user advice on medication:**

- GA asked if it was possible to have clear instructions on how to take/use medication, such as 'twice a day', rather than 'as directed'.
- HHM agreed that clinicians should state how it should be used.

- **Action Point:** Inform the team that when issuing repeat prescriptions, need to clarify direction.
- Suggested an audit to focus on specific items – steroids and antibiotic creams.

### **Healthwatch Lincolnshire: – addition to Agenda**

- Oonagh Quinn, Engagement Officer, Healthwatch Lincolnshire explained to the group what Healthwatch does and distributed leaflets.
- Healthwatch is an independent organisation set up after the Mid Staff/Winterbourne view scandals. Funded by NHS England.
- SH explained that, as a practice, when things don't go right, we review issues and Datix to NHS England. Healthwatch do have links to this.

### **Recruitment Drive – the way forward:**

- We need to encourage younger people.
- We do have a virtual group, but limited success in engaging with them.
- Coffee afternoon suggested.
- Suggested having representation of PPG in surgery during the day.
- Suggested points of contact – Roman Catholic Church, Head Teacher Pioneers School, Salvation Army.
- Suggested training people from different ethnic communities to help new patients register.
- The Chair asked if anyone had any ideas, email or speak to him.
- The Chair would like to see how other PPG's work. **Action Point:** SH has emailed Practice Manager at Spilsby Surgery to see if their Chair happy to meet with our Chair.

### **Care Navigation:**

- SH explained that Boston Locality was implementing Care Navigation and Liquorpond Surgery is trialling the system, focusing on a number of symptoms that could be managed by a pharmacist.
- Receptionist will ask patients what the problem is and, if on the template, they will go through a list of questions. There are lots of safeguards in the questions to protect patients and, if a patient needs to see a GP, they will see a GP.
- We need to manage patients smarter and signposting patients to a pharmacist is the first line.
- A mini-audit has been done and a significant number of patients have been signposted.
- If we can make small savings to help the GPs, this is a good thing.
- Care Navigation also signposts patients to non-NHS organisations.
- We need to educate patients that the first point of call is not GP.
- SH explained that we are looking at having a prescribing pharmacist in house.

### **Surgery Update - Staffing:**

- HHM is retiring at the end of the month.
- Our Paramedic Practitioner has left to work closer to home.
- We are trying to work closer with other surgeries.
- We cannot just close the practice list as this would be in breach of contract.
- GA said that concerns had been raised by members of the PPG regarding the welfare of doctors and staff.

### **Social Prescribing:**

- It was agreed to invite Amanda Lacey, Social Prescribing Linkworker, to the next meeting.
- If additional information required we can use Healthwatch Lincolnshire as signposting.

**Any Other Business:**

- Emergency sign near reception needs redoing.
- AP said we need to consider the situation regarding extending the Chair's term of office.
- HHM said he considered Liquorpond Surgery his home and family and he would miss everyone. He also asked the PPG to support the surgery.

The meeting finished at 8.50 pm.

**Date of Next Meeting: Thursday 6 June 2019 at 7.30 pm**