

## BOSTON LOCALITY PPG CHAIRS/ REPRESENTATIVES GROUP MEETING

Parkside Medical Centre, Tawney Street, Boston PE21 6PF  
10 September 2019, 2pm to 4pm

### MINUTES

Present		
Phillip Bosworth	The Sidings Medical Practice PPG Chair and Meeting Chair	<b>PB</b>
Ian McCreary	The Liquorpond Surgery PPG Chair	<b>IM</b>
Mike Brett	Holbeach Medical Centre PPG Chair	<b>MB</b>
Angela Ball	Swineshead Medical Group PPG Chair	<b>AB</b>
Peter Cooke	Parkside Medical Centre PPG Chair	<b>PC</b>
In Attendance		
Mickaela Crane	Locality Manager, LECCG	<b>MC</b>
Nikki Pepper	Engagement Manager, LECCG	<b>NP</b>
Claire Stubbs	Lead Nurse for Quality & Safety, LECCG	<b>CS</b>
James Singleton	Programme Lead, LECCG – Items 28/19 – 31/19	<b>JS</b>
Nicola Tonsager	Boston Locality Secretary, LECCG - Minutes	<b>NT</b>

	Standing Items	Action
28/19	<p><b>Welcome and Apologies</b> PB welcomed those present and introductions were made.</p> <p>It was noted that there was no representation present from Kirton Medical Centre or Greyfriars Surgery and that there had not been representation from these PPGs at previous meetings. <b>Action: NT to speak to the Practice Managers at Kirton and Greyfriars to try and support engaging with their PPG Chair</b></p>	<p>To note</p> <p>To note</p> <p style="text-align: center;">NT</p>
29/19	<p><b>Minutes of the Previous Meeting</b> The minutes of the meeting of 9 July 2019 were agreed as an accurate record.</p>	<p>To note</p>
30/19	<p><b>To Consider Matters Arising from the Previous Meeting</b> QPEC (22/19): The PPG Chairs present agreed that the minutes of QPEC should be available. CS confirmed that QPEC was moving to a Committee in Common. It was agreed to keep on the agenda for the next meeting.</p> <p>Connect Health (23/19): Following a presentation at Patient Council, PB updated that two patients had contacted him to make him aware of issues with the service – specifically the lack of lignocaine injection after waiting 20 months, despite consultant's advice of its necessity, the lack of support and useful help at the Mablethorpe spoke and patients being</p>	<p style="text-align: center;">NT</p> <p>To note</p>

	<p>asked to travel to further afield for clinics. IM and PC also noted issues.</p> <p>MC advised that issues raised previously had been fed back to Connect Health and updated that whilst new patients appeared to have a positive experience, there was an awareness of issues with transition patients due to the change in service and its provision.</p> <p>It was noted that a Pain Revolution Event was being held at 4.00 pm – 5.30 pm at the Blackfriars Art Centre in Boston. This event is the first event and if any members know of anyone else who would be interested in attending future events, they can register their interest to Connect Health. PB and PC are attending and agreed to provide feedback to NP. Claire Hornsby was attending from the CCG.</p> <p>Neighbourhood Working (23/19): MC confirmed that Specialist Practitioner roles had been appointed to with staff commencing in post 1 October. NT noted that LP, Neighbourhood Lead for Boston was attending the meeting in November and would update on their roles and other roles within Neighbourhood Working.</p> <p>CCG Engagement Workshop (24/19): PB advised he had not yet received any notes from the workshop held on 27 June despite John Turner stating at the event that notes would go out to all participants. <b>Action: NP to check whether notes have been collated.</b></p> <p>Digital Comms (26/19): A discussion took place around the availability of online bookable appointments with MC clarifying that practices were required to have 25% of all appointments available and bookable online. Some present queried whether their practices did and who monitored this. <b>Action: MC to identify the monitoring body.</b></p> <p>There were no other matters arising.</p>	<p>To note</p> <p>To note</p> <p>To note</p> <p>NP</p> <p>MC</p>
	<b>Speaker</b>	
31/19	<p><b>Dementia Update</b></p> <p>JS was welcomed to the meeting and updated on the following key areas:</p> <ul style="list-style-type: none"> <li>• There has been a focus on achieving the Dementia Diagnosis Rate. This is the expected prevalence based on age and demographics</li> <li>• The NHSE target is 66.7%; LECCG achieved this in November 2018 but have since slipped</li> <li>• JS has been supporting practices with very low Dementia Diagnosis percentages</li> <li>• Cross referencing with LPFT patient lists has been undertaken</li> <li>• Practices are able to run searches via risk factors to identify patients with possible onset dementia</li> <li>• An alert is also present on the clinical systems in practices to remind GPs about various potential identifying signs</li> </ul> <p>The group queried whether there was funding in place to support patients diagnosed with dementia and JS acknowledged that some of the feedback from practices had been to question the process and support that might be available after identifying patients. It was noted that the CCG had supported Dementia Awareness Week and NP stated that there was a large amount of support available to families eg, dementia cafes and also noted that the East Midlands was one of the first areas to start dementia friendly ambulances – link to news about this and a video below.</p>	<p>To note</p> <p>To note</p>

	 LECCG Dementia Update 201909.pdf  Video - <a href="https://www.facebook.com/EMASNHSTRUST/videos/734418287001944/">https://www.facebook.com/EMASNHSTRUST/videos/734418287001944/</a>  News - <a href="https://www.emas.nhs.uk/news/latest-news/2019-news/first-dementia-friendly-ambulance-to-launch-in-the-uk/?fbclid=IwAR0VEJKI9RuBMys1ihO1Z9rjWgbrUG2Gpsn9QMbW0k9cEvxwXo4xgSN4og">https://www.emas.nhs.uk/news/latest-news/2019-news/first-dementia-friendly-ambulance-to-launch-in-the-uk/?fbclid=IwAR0VEJKI9RuBMys1ihO1Z9rjWgbrUG2Gpsn9QMbW0k9cEvxwXo4xgSN4og</a>	
<b>Other Agenda Items</b>		
32/19	<p><b>Engagement Update</b>          NP updated on the following items:  <b>Extended Access Hubs Survey Results:</b></p> <ul style="list-style-type: none"> <li>• General themes of positive comments: ease of booking; convenience of availability of appointments; calm, bright and spacious venue; good for after work and evening and weekend appointments, did not have to wait long, calm, bright, spacious, clean and tidy.</li> <li>• General themes of negative comments: access to Systm1 limited so patient record unavailable; patient kept waiting</li> <li>• Some patients noted that the service was promoted and others felt it wasn't</li> <li>• 204 surveys were completed out of which 45 were for the Boston service and 37 of those were patients registered at The Sidings</li> </ul> <p>NP informed the group that promotional materials are being utilised and that there was an awareness of the need to promote in other areas such as A&amp;E, supermarkets, pharmacies etc. MC is contacting practices to see if they will allow adverts for the service to be displayed on their TV screens.</p> <p>NP confirmed the survey results will be published on the CCG website as part of the "you said we did" section. MC confirmed that Tony Crowden, Comms Lead for LECCG, had been looking into promoting various aspects through schools' parent newsletter/parentmail facility.</p> <p><b>Listening Clinics</b>          NP advised that listening clinics would be taking place at the following Boston practices:</p> <ul style="list-style-type: none"> <li>• Swineshead Medical Group, Tuesday 10 September</li> <li>• Greyfriars Surgery, Friday 13 September</li> <li>• Kirton Medical Centre, Tuesday 17 September</li> <li>• The Sidings – date is awaited</li> <li>• Parkside Medical Centre, 17 October</li> </ul> <p>NP updated that the CCG was trying to ensure listening clinics were held at every practice annually.</p> <p>PB queried whether someone from Neighbourhood Working could sit at a practice with someone from the practice's PPG to support signposting and awareness of services.  <b>Action: MC to take back to Louise Price, Neighbourhood Lead for Boston</b></p> <p><b>Patient Engagement Session re '4 into 1'</b>          NP reported on an engagement session to discuss how Lay Members/patient reps wanted</p>	<p>To note</p> <p>To note</p> <p>To note</p> <p>MC</p> <p>To note</p>

	<p>the patient voice to be heard moving forward as the CCGs in Lincolnshire move from '4 into 1'. NP will keep the Patient Council/PPG Groups up-dated but commented on the general consensus of still wishing to keep the patient voice local, with a local focus.</p> <p><b>Maternity</b> - The Personalised Care Plan Survey for maternity has been published.</p> <p><b>HealthWatch</b> – There is a mental health “Your Voice” event on 9 October at the Storehouse in Skegness.</p> <p><b>LECCG Annual Pubic Meeting</b> – This will take place in Woodhall Spa on 26 September.</p> <p><b>Breast Cancer Patient Experience</b> – The CCG has established a working group, along with Macmillan and ULHT to gather feedback about patients experience of breast cancer care. Discussion took place about the significant focus on female oriented cancers with the group commenting on the apparent lack of awareness/ promotion of male cancers. It was agreed it would be useful to have someone attend to present and update around cancer. <b>Action: CS/NP to feed comments back and to link NT with details for someone to come and present at a future meeting</b></p> <p><b>Diabetes Prevention Groups</b> – These are continuing in the Boston area with the next group commencing on 24 September at the Zion Methodist Church.</p> <p>PB queried whether there were any NHS-led bereavement services available. <b>Action: CS to find out.</b></p>	<p>To note</p> <p>CS/NP/NT</p> <p>CS</p>
33/19	<p><b>CCG Update</b> MC updated the group on the following areas:</p> <p><b>Extended Hours:</b></p> <ul style="list-style-type: none"> <li>MC confirmed this was being provided by GP practices in Boston with the exception of Kirton Medical Centre whose contracted extended hours are being provided by LADMS</li> </ul> <p><b>Extended Access:</b></p> <ul style="list-style-type: none"> <li>LADMS now have cover for every day this month and the CCG is undertaking promotion of the service</li> </ul> <p>PB noted that the public don't necessarily understand the differences between the services.</p> <p><b>111</b></p> <ul style="list-style-type: none"> <li>From April 2020, it is mandatory for NHS 111 to directly book some GP availability.</li> <li>Boston practices have agreed to commence this from early November, dependent on successful testing.</li> </ul> <p>PB noted that access to 111 is difficult, with the service not being able to book more than 12 hours ahead; ie. For an appointment at The Sidings for instance. PB spoke with a systems manager in Derby, who confirmed the service did not allow advance booking. <b>Action: MC to check process and confirm</b></p>	<p>To note</p> <p>To note</p> <p>To note</p> <p>MC</p>
34/19	<p><b>PPG Chairs Issues and Concerns</b> <u>Liquorpond Surgery</u> IM expressed concerns about the stability of PPGs as there appeared to a decline in patients coming forward to be part of PPGs and wondered if the CCG could promote the PPGs at meetings.</p> <p>PB said that he was happy to help promote PPGs on Endeavour Radio or through other</p>	<p>To note</p> <p>MC</p>

	<p>outlets if supported by the CCG. <b>Action: MC to discuss with Tony Crowden</b></p> <p>IM also reported on hearing from patients that there have been some difficulties getting some medication from pharmacies. PB has spoken with Lloyds Pharmacies who have confirmed that there have been some delays with some generic medications recently. MC reported on the difficulties with some medications being reported at the Boston Practice Manager meeting and confirmed that Sarah Hardie had confirmed she was going to speak to local pharmacies to see how practices and pharmacies could work together to support. CS explained that she was having a call with NHSE shortly and would also raise this.</p> <p>PB noted that it was worth calling the pharmacies superintendent as they were often able to assist.</p> <p><u>Holbeach Medical Group</u> MB confirmed that the practice are now part of a PCN in South Lincolnshire CCG</p>	<p>To note</p> <p>To note</p>
35/19	<p><b>List of Potential Speakers for PPGs</b> NT tabled the draft list to date. The members agreed that a HealthWatch contact would be useful and also Living with &amp; Beyond Cancer Representation as well as other Cancer Services. <b>Action: NT to add to the list and circulate with the minutes</b></p> <p>It was agreed to schedule the speakers for this meeting through to March 2020 and then review the speakers required for April 2020 onwards.</p>	<p>To note</p> <p>NT</p> <p>To note/ NT</p>
36/19	<p><b>HealthWatch – Key Messages for Patients</b> PB shared the PPG Toolkit and Key Messages for Patients information which has been compiled by HealthWatch as a resource to support PPGs to enable key messages and information getting out to patients. Those present felt it was useful. PB confirmed the packs are being sent to practices. HealthWatch have also confirmed that they are happy to come to PPG meetings.</p>	<p>To note</p>
37/19	<p><b>Any Other Business</b> There was no other business.</p>	<p>To note</p>

The next meeting will be on 12 November 2019, 2pm to 4pm  
Parkside Medical Practice, Tawney Street, Boston PE21 6PF