

BOSTON LOCALITY PPG CHAIRS/ REPRESENTATIVES GROUP MEETING

Parkside Medical Centre, Tawney Street, Boston PE21 6PF
12 November 2019, 2pm to 4pm

MINUTES

Present		
Phillip Bosworth	The Sidings Medical Practice PPG Chair and Meeting Chair	PB
Mike Brett	Holbeach Medical Centre PPG Chair	MB
Angela Ball	Swineshead Medical Group PPG Chair	AB
Peter Cooke	Parkside Medical Centre PPG Chair	PC
In Attendance		
Mickaela Crane	Locality Manager, LECCG	MC
Nikki Pepper	Engagement Manager, LECCG	NP
Claire Stubbs	Lead Nurse for Quality & Safety, LECCG (items 41/19 onwards)	CS
David Harding	Practice Manager, Swineshead Medical Group (Items 38/19 – 40/19)	DH

	Standing Items	Action
38/19	<p>Welcome and Apologies</p> <p>PB welcomed those present and introductions were made.</p> <p>It was noted that Ian McCreary from Liqourpond Surgery has stepped down as PPG chair and NP is contacting Sarah Hardie to determine another representative.</p>	<p>To note</p> <p>To note</p>
39/19	<p>Minutes of the Previous Meeting</p> <p>The minutes of the meeting of 10 September 2019 were agreed as an accurate record. In accordance with the proposal brought to the Patient Council, NP checked that the group were happy for the minutes to be shared for information at the next Patient Council meeting; this was agreed.</p> <p>Mr Cooke advised that he found it difficult to attend the Patient Council meeting in Louth. NP noted that the venues had been alternated between Louth and Woodhall Spa following feedback from the Patient Council evaluation last year.</p>	<p>To note</p>

Speaker	
40/19	<p>Introduction to Boston Primary Care Network (PCN)</p> <p>DH was welcomed to the meeting and updated on the following key areas:-</p> <ul style="list-style-type: none"> • A primary care network consists of groups of general practices working together with a range of local providers across primary care, community services, social care and the voluntary sector to offer more personalised, co-ordinated health and social care to their local populations. • Networks would be normally be based around natural local communities, typically 30,000-50,000 patients to create 'mini federations'. Boston PCN consists of 74,000 patients involving 6 practices (Greyfriars, Parkside, Liquorpond, The Sidings, Kirton and Swineshead) Kirton and Swineshead are prescribing practices which adds additional complexities. • The PCNs will work with local Neighbourhood Team, EMAS, 111. • Key tasks for PCNs – stop people going to A&E; reduce emergency admissions; arrange timely discharges from hospital; outpatient redesign; reducing prescribing costs and support, research and test future contracts. • PCNs are not a statutory body, Parkside have employed the new PCN manager, Rachael Crown and PCN Secretary, Nicola Tonsager on behalf of Boston PCN. • It was agreed that there is a need to advertise the PCNs better to patients; NP advised that the system wide working will involve Primary Care Networks. PB agreed that communication needs to be improved and this has been raised at Patient Council. <p><u>Work plan</u></p> <p><u>2019/20</u></p> <ul style="list-style-type: none"> • Organisational set-up for the first year. • Community pharmacist to work with PCNs. • Working with ULHT to employ pharmacist within local hospitals. • Extended hours outside of 8.30am – 6.00pm. PCNs have to ensure that cover is in place. <p><u>2020/21</u></p> <ul style="list-style-type: none"> • First contact physiotherapists and physicians associate (need to be a prescriber). Enhanced care in Care Homes • Digital enhancements – need to be innovative. • Early cancer diagnosis support services. • Immunisation arrangements. <p><u>2021/22</u></p> <ul style="list-style-type: none"> • Employment of community paramedics. • Extended Access Hub – The Sidings, Boston. PCN manager looking into possible of taking on the contract.
	To note

	<ul style="list-style-type: none"> • Tackling inequalities – need to work out what they are. • Introduction of video consultations. <p><u>2022/23</u></p> <ul style="list-style-type: none"> • Employ first contact physiotherapists and clinical pharmacists <p><u>2023/24</u></p> <ul style="list-style-type: none"> • 6 clinical pharmacists in post. <p>MC advised that there are 13 PCNs covering Lincolnshire:-</p> <p>Apex. Boston PCN. East Lindsey PCN. Imp PCN. Marina PCN. K2 Healthcare. K2 Healthcare Grantham. K2 Healthcare Sleaford. Skegness and Coast PCN. South Lincoln Healthcare PCN. South Lincolnshire PCN (rural). Trent Care Network.</p> <p>Discussion took place regarding pharmacy and dispensing patients. It was agreed that PB would raise at the next Patient Council meeting.</p> <p>The query was raised prompting this discussion was regarding dispensing patients – DH explained to the group that once a patient decides that they no longer wish to be a dispensing patient – this cannot be undone (this is an NHS England rule and not set by the practices) therefore patients need to understand the implications before making this decision.</p>	PB
Standing Items continued		
41/19	<p>To Consider Matters Arising from the Previous Meeting</p> <p>QPEC (22/19): QPEC minutes are not public. It has been raised to the CCG. There is now one Joint QPEC.</p> <p>CCG Engagement Workshop: Notes from 27 June (24/19): notes were circulated.</p> <p>Digital Comms: Monitoring Body for Online Appointments (26/19): NHS England is the monitoring body. MC is unsure how it is currently being monitored. Practices should already be releasing 25% of appointments available online but can be booked via various means. MC advised that the CCG is working with the Neighbourhood Team on the next wave of training for Care Navigators.</p> <p>NHS Led Bereavement Services (32/19): CS has liaised with South West CCG as lead commissioner for LPFT. There are a lot of different voluntary organisations that provide this service. CS agreed to work with the Neighbourhood Team to see what can be shared.</p>	<p>To note</p> <p>To note</p> <p>To note</p> <p>To note</p>

	<p>PPG Chairs Promotion: Mickaela Crane agreed to promote the PPG Chairs meetings at Practice Manager meetings to ensure that there is attendance from all practices.</p> <p>Discussion took place regarding attendance from Deputies at the meeting and it was agreed that it would be worthwhile to review the terms of reference of the group at the next meeting.</p> <p>Extended Access – additional postcards promoting the extended access hubs have been distributed to patients in Lincolnshire East CCG.</p> <p><u>Post Meeting Note</u></p> <p>NP has clarified where the postcards were distributed and these have been promoted at the following locations:-</p> <p>23 September 2019 – The Hildred’s Centre, Skegness 10 October 2019 – HC2019 Workshop, The New England Hotel, Boston 10 October 2019 – Farmers Market, Horncastle 17 October 2019 – Market Day, Mablethorpe 18 October 2019 – Market Day, Alford 23 October 2019 – Farmers Market, Louth</p> <p>Practice Managers to raise at PPG meetings to ensure that this is well communicated.</p> <p>MC has discussed with Tony Crowden and will discuss promotion on the radio/events etc to promote the service.</p> <p>There were no other matters arising.</p>	<p style="text-align: center;">MC</p> <p style="text-align: center;">Next Agenda</p> <p style="text-align: center;">MC/TC</p> <p style="text-align: center;">Practice Managers MC/TC</p>
Other Agenda Items		
42/19	<p>Engagement Update</p> <p>A lengthy up-date was provided at the last meeting. NP updated on the following items:-</p> <p>We are currently in purdah until 13th December 2019; the CCG is therefore limited in terms of engagement and consultation unless it is business as usual.</p> <p>Learning English in Boston – NP circulated an email yesterday which was also sent to practice managers to promote to patient groups.</p> <p>Boston Disability Forum – new members would be welcomed. PC advised that two leaders have left, usually 10 in attendance. CCG are happy to promote key dates/venues; NP to liaise with PC. This could help link with the CCG equality work and possible attendance at a Hearing Lincolnshire’s Hidden Voices event.</p> <p>Pain Management – there are additional dates being held in Grantham. The events were circulated this week. NP will be meeting with Martin Jago and Diane Hansen to scope engagement/gather more patient feedback. Feedback from Mr Bosworth who attended the Boston event were concerns over the holistic approach to pain management.</p> <p>Self-Care Week, 18-24 November – CCG are promoting on how to look after yourself better, be healthy and prevention.</p>	<p style="text-align: center;">To note</p> <p style="text-align: center;">To note</p> <p style="text-align: center;">NP/PC</p> <p style="text-align: center;">To note</p> <p style="text-align: center;">To note</p>

	Podcast – only received one question. Claire Hornsby has sent out reminder email and all to send back any questions. It is likely that the date will be postponed.	All
43/19	<p>CCG Update</p> <p>MC updated the group on the following areas:-</p> <p>111</p> <ul style="list-style-type: none"> • The service can book more than 12 hours in advance, now 24 hours. • 111 triage then send through to CAS, run by LCHS. PB advised that David Higginbottom had invited him to attend IT meeting in January. There needs to be better liaison between 111 and CAS for patient e. <p>Extended Access</p> <ul style="list-style-type: none"> • 50% of appointments are not being used in Boston. Therefore, the staff are not being utilised. MC asked for PPG Chairs to promote to patients. Patients can expect the same services provided by their own primary care GP practice, for example to be referred for further investigations or to another provider ie, secondary care if required. 	To note
44/19	<p>Matters from each PPG practice</p> <p><u>Holbeach</u> MB advised that they are still waiting their report from the CQC Follow-up meeting.</p>	To note
45/19	<p>Sexual Health Services in Boston</p> <p>PB advised that the service is under-funded. The service is over-stretched. This has been picked up as an action at the Patient Council. CS to follow up with Sarah Southall.</p>	NP/CS
46/19	<p>Any Other Business</p> <p>There was no other business.</p>	To note

The next meeting will be on 14 January 2020, 2pm to 4pm
 Parkside Medical Practice, Tawney Street, Boston PE21 6PF