

SKEGNESS & COAST LOCALITY PPG CHAIRS MEETING

Hawthorn Medical Practice, Hawthorn Road, Skegness, PE25 3TD
25th June 2019 – 09:30am-11:30am

MINUTES

Present:		
Dorothy Dobson	PPG Chair, Spilsby Surgery - Chair	DD
Peter Hawkyard	PPG Chair, Merton Lodge Practice	PH
Pam Cutts	PPG Chair, Marisco Medical Practice	PM
Marigold Chisam	PPG Chair, Beacon Medical Practice	MCH
Jason Longstaff	Practice Manager, Spilsby Surgery	JL
Rachael Bell	Practice Manager, Stickney Surgery	RB
Kirsty Garrill	Practice Manager, Hawthorn Medical Practice	KG
Ian Atkinson	Practice Manager, Merton Lodge Medical Practice	IA
Ian Blakey	Practice Manager, Marisco Medical Practice	IB
Vicki Hudson	Operations Manager, Beacon Medical Practice	CB

In Attendance:		
Mickaela Crane	Locality Manager; LECCG	MC
Sarah Stringer	Senior Commissioning and Performance Manager; LECCG	SS
Nikki Pepper	Engagement Manager; LECCG	NP
Linda North	Secretary; LECCG	LN

	Standing Items	Action
01/19	<p>Use of Digital Recorder Use of the digital recorder was noted and agreed.</p>	To note
02/19	<p>Welcome & Apologies Introductions were made. DD welcomed all and thanked everyone for their attendance. No apologies received</p>	To note
03/19	<p>Minutes of Previous Meeting The minutes of the previous meeting held on 26th February 2019 were accepted as a true record. It was noted that the above meeting was the last meeting as the April 2019 meeting had been cancelled</p>	To note
04/19	<p>Matters Arising from Previous Minutes 24/18: MC advised that the Thames Ambulance Service is being reviewed by the CCG. KG highlighted that one of the main problems that Practices are having to deal with is cancellations that occur without notification. MC advised that many of the issues raised had not been reported and it was important that this happened so that a true picture of the service being provided is received.</p>	To note

	<p>Action: MC to provide an e-mail address so that Practice Managers (PM's) can forward concerns.</p> <p>25/18: New Marisco Representative was welcomed and e-mail address confirmed. There were no other matters arising.</p>	<p>MC</p> <p>To note</p>
Presentations / In Attendance		
05/19	No presentations were organised for this meeting.	
PPG Chair Updates		
06/19	<p>Merton Lodge Practice –</p> <ul style="list-style-type: none"> - PH advised that a lot of complaints had been received about the lack of facilities at Louth Hospital. Operations like hernias and cataracts are no longer being done, so patients now have to travel even longer distances (Boston, Gainsborough or Market Rasen offered). PH feels that Louth is in decline and asked how he can find out details of what is happening with Louth Hospital. It was suggested contacting the Hospital Action Group but contact details unknown. <p>MC advised that the operations mentioned were no longer under the secondary care remit and were now delivered under 'Any Qualified Provider (AQP)' terms and as such depends on where they are located.</p> <p>JL also responded that both cataracts and hernias were classified as being level 2 surgery and therefore required substantial theatre details, which IB confirmed was cost prohibitive for local practices to provide.</p> <p>PH advised that he is raising the issue at the Patient Council Meeting later today.</p> <p>Action: MC to obtain details of Hospital Action Group.</p> <p>Added post meeting: Dave Larder is part of the Fighting 4 Louth Hospital Campaign. https://www.facebook.com/groups/399594473752084/ https://fighting4louthhospital.org.uk/</p> <p>Spilsby Practice –</p> <ul style="list-style-type: none"> - DD queried the new Pain Management Service (PMS) having been advised that a booked consultation did not take place as they did not have access to NHS medical records and only had four lines of record. The general consensus was that PMS would not be able to access medical records but should be able to access all referral details etc. It was queried if it was an IT issue on the day. <p>JL advised that the patient should contact him and he would take this up for them.</p> <p>Marisco Medical Practice –</p> <ul style="list-style-type: none"> - No issues raised. <p>Hawthorn Medical Practice –</p>	<p>To note</p> <p>MC</p>

CCG Update		
08/19	<p>Locality Manager:</p> <ul style="list-style-type: none"> - John Turner the new Senior Accountable Officer for all four CCG's had visited all Localities and attended the SaC Executive last week. He intends visiting on a regular basis. - The processes of moving four CCGs into one have begun, and are hopeful that this will occur next April. - MC also highlighted other interim changes in the Locality management structure. - SaC PCN has been signed off and agreed by CCG and as also required, Clinical directors are in place. - MC advised that she had now visited all the Practices in LECCG and felt that good relationships were being developed. - MC advised that the New NHS App national publicity campaign is due to start in September but the App has actually been available since May 2019. KG and RB had both tried it so they could pass information on to their Practices. MC advised that there are webinars that Practices can sign up for and she will be doing a presentation on the App at Patient Council this afternoon. Action: MC will forward slides from webinars to practices. - New Pain Management Service – MC asked if there were any queries that she could take back. MC is aware that there is no service at Louth and this is being addressed. Connect Health will be attending PC in August to give feedback on the first 6 months. It is believed that all patients had now been transferred to the new service and received an invite to a workshop. <p>No questions from those present.</p>	<p>To note</p> <p>MC</p>
09/19	<p>Engagement Update:</p> <ul style="list-style-type: none"> - NP advised that a quarterly engagement report is produced for the Quality & Patient Experience Committees and gives details of all engagement undertaken as well as a 'You said , we did' section. NP offered to send this to members and was accepted by those present. - From many recent engagements, it was highlighted that patients were not aware of the 'extended access' hubs, so are starting to produce more communications on this. Spilsby and Stickney both said that transport was a real issue for their patients, so their uptake was low because of this and for both, Boston would be a better option. MC advised that this is being looked at. 	<p>To note</p>
Any Other Business		
10/19	<ul style="list-style-type: none"> - Extended access – Marisco clinics are being cancelled regularly. IB will send details of recent cancellations so that this can be raised at the meeting with LADMs next week. It was also highlighted by PM's that the appointment text messages sent out were confusing and was not apparent where the appointment actually was. - JL asked if there was any further news on paediatric services at Pilgrim 	<p>To note</p>

	<p>Hospital. MC not aware of any.</p> <ul style="list-style-type: none"> - JL also asked if there was any update on 'Healthy Conversation'. NP had asked for feedback for Patient Council later today but as yet had not had a reply. Wave 1 events have all taken place and Wave 2 events are just starting with a meeting at Boston this Thursday evening and a session has already been held in Grantham last week. These events are looking at issues raised in more detail as well as at Women's and Children's Services. JL asked when feedback would be received from these events. <p>Action: NP to send out feedback on Healthy Conversations.</p> <ul style="list-style-type: none"> - JL advised the Meeting that another case manager from LCHS has resigned, making that 2 within the last 4 weeks and are unlikely to be replaced. This means that clinics are not being run and patients are not being seen which is putting more pressure on Practice Nurses. DD asked for contact details of who is in charge and asked when the last resilience and performance report was undertaken. SS advised that the new head is Maz Fosh. 	
Date and time of next meeting		
	Hawthorn Medical Practice, 24 th September 2019 - 9:30am –11:30am	To note