



Minutes

Boultham Park Medical Practice

Patient Participation Group Meeting

5th September 2019

PRESENT: Colin Damarell (Acting Chairperson)
Neil Hewson (Practice Manager)
Brian Harding
Janet Harding
Angi Smith
Sandra Williams
Maggie Pitts
Dr Patel (GP Representative)

APOLOGIES:
Isobel Webster
Rosie Damarell
Cathy Hanger

Agenda Items

The meeting was opened at 18:30 hours.

1. Welcome & Apologies

Colin welcomed all to the meeting. Apologies were given on behalf of Isobel, Cathy and Rosie who were unable to attend due to work commitments.

2. Minutes of Previous Meeting

Colin asked if everyone had read the previous meeting's minutes and asked for it to be confirmed that the minutes were a true record of the last meeting.

Proposed Brian

Seconded Angi

3. Talk presented by Kevin Gibson CCG West

Kevin was welcomed to the meeting by Colin who had been provided with some questions prior to the meeting. These were:

1. What are the outline timelines associated with the CCG restructure and what, if any, will the impact be on GP Practices?
2. Is there feedback and evaluation yet of how the new Pain Management Service is working? I think the Independent company of multi-disciplinary team health professionals was due to commence April 1st this year.

Action

Carried



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3. In the new “Trust” setup, if I was a person needing Rehabilitation from a team including Occupational therapists and Physiotherapists what level of service and how local would be the delivery for my needs

It must be appreciated that many of the decisions to be made regarding CCG West were still ongoing at the time and some areas were confidential but Kevin did provide responses as far as he was able. The answers are summarised as follows:

1. It is proposed that there will be a single CCG for Lincolnshire instead of the current four and the planned merger is for the end of September 2019. Currently the final decision of the proposed structure is awaiting NHS to agree. The deadline for an STP (Sustainability and Transformation Partnership) is April 2020. STPs were created so local NHS organisations and councils drew up shared proposals to improve health and care in the areas they serve. Impact is unknown but expected to be minimal to GP Practices. The proposal is to streamline and improve efficiencies; obvious savings would include reduced head count at the top of organisations. (One Chief Executive and not four).
2. Connect Health took over previous medicine based pain clinics provided by Lincolnshire National Health Service and there have been a few challenges over delays with medical record transfers and therefore delivered treatment. In some cases treatment has stopped. Those appointments that have been delivered have resulted in good feedback for the time patients have had with their consultants. The transfer of records is ongoing and will hopefully improve the performance as this process is concluded. Brian expressed his view that the Pain Clinic has always been badly served at the hospital as it never had a base clinic as it was continually moved.
3. Rehabilitation where possible will be at home or in a Community Hospital so this has not changed. However, it was pointed out by several members of the PPG that there have been occasions where patients have been released from hospital without the proper follow up package which has

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resulted in readmission of patients to hospital and in other cases the GPs having to try and do the follow up. The pathway for those receiving treatment out of county was also a bit 'hit and miss' putting additional pressure on GPs. One example of poor practice is where a patient received a 'Did Not Attend' letter for an appointment dated after the appointment date but never received the appointment! Discharge notes are not as timely as they should be and in one case, a patient received only 2 days prescription on discharge.

There have been reports where pharmacists have been referring patients to GPs for ailments they should advise on.

Kevin took all the comments/feedback on board.

Neil

Kevin

Colin thanked Kevin for his attendance which the PPG really appreciated.

4. Practice Update

Neil presented the update which is summarised as follows:

- a) Nurse Practitioner Sue Agius is leaving so the practice is recruiting a new one
- b) Katie Vick is taking on some GP services (INR) to release more of GPs time
- c) GPN trainee Jesse to start in January
- d) Electronic Transfer Prescriptions (ETP4) starts in September removing the need for printed prescriptions. Important that patients register with a pharmacy
- e) The Practice has to provide additional hours. See below.
- f) Flu jab season is to start soon with the clinics to run separately for:
 - Over 65
 - 18 to 65 At Risk patients
 - Under 18



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5. Practice Hours

As part of the ongoing changes to primary care within the NHS, new organisations called Primary Care Networks (PCN) have been established. Boultham Park Medical Practice is part of a new PCN called Apex. The first additional service being commissioned by NHS England through the PCNs is the extended hours service. This is additional to the improved access clinics we already provide, but will see further clinics being run in the surgery. Initially these will also run on a Tuesday evening alongside our Improved Access clinics. The difference between the two services is that the improved access clinics are available to patients registered at any of the Optimus group of practices whereas the extended hours clinics will solely be for patients registered at their own practice

In addition to the GP and Healthcare Assistant clinics that we already run on a Tuesday evening, we will now be adding nurse practitioner, chronic disease and routine treatment room nurse clinics as well. These clinics do put an additional strain on manpower and we ask that patients use these clinics diligently, in particular making sure that they really can attend prior to booking these appointments and don't then fail to turn up. We hope patients will find these extended hours of service useful and thank you for your help in making them run efficiently.

6. Any Other Business

St Barnabas, Hospice, Lincoln is a source of welfare, but is also counselling and coordination centre which can be contacted directly. It does not need a referral from a GP to contact them. Their web page is <https://stbarnabashospice.co.uk/>

On Line Services Training. Neil is still reviewing when it will be possible to set up a training session but due to the changes to hours this is proving difficult.

7. Next Meeting

The meeting was concluded at 20:00 hours. The next meeting is planned for Thursday 5th December 2019.

Colin Damarell



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PPG Secretary



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Neil
Colin
Isobel

All

