Present:

Colin Damarell Boultham Park Medical Practice PPG Chair

Kristy Perkins Practice Manager Boultham Park Medical Practice

Neil Hewson Business Manager Boultham Park Medical Practice

Angie Smith PPG representative

Brian Harding PPG representative

Sandra Williams PPG representative

Margaret Allis PPG representative

Cathy Hanger PPG representative – Minute Secretary

Mark Patey PPG representative

Dr. D Jackson GP Partner Boultham Park Medical Practice

1 **Welcome**

Colin welcomed everyone including the new members who attended for the first time: Margaret and Mark. Introductions were made.

2 **Apologies**

Received from PPG representatives: Janet Harding; Steve Foottit; Rosie Damarell and Donna Petch.

**3 Minutes of previous meeting:**

All agreed the minutes of 05/09/2024 are a true record.

**4 Actions:**

* Sign at reception has been moved to a clearer position
* Pharmacy query -to be actioned later - awaiting response from ICB (Integrated Care Board)
* What is PPG paper wording – to be clarified with ICB – Colin

**5 Review of Terms of Reference Paper:**

Colin thanked Angie for her time and work to review this paper and present in current form. Ideally Colin wishes to have 20 members on the PPG. This will give allowance for people unable to attend meetings so that there is always a good number of representatives. This figure is relative to the practice having 10,000 patients. In January the group will look to recruit additional people.

ACTION: Angie will add the numbers to the paper and correct the year from 2024 to 2025.

**6 Practice Update:**

* Dr. Coffey has stepped down as a partner in the practice but continues to work 2 days a week to lead on learning and clinical governance.
* This year the 24th December and 31st December falls on extended access times. The practice has decided on a different approach for opening times on these days taking patients into consideration.

DECISION: Surgery will open at 6.30am and close at 6.30pm.

This will achieve the same number of hours required for extended access. There are already patients booked in for appointments for the earlier hours.

* Patients continue to report issues about getting appointments and the practice is aware. This is a National issue and is not exclusive to this Practice.
* There is a waiting list for people wishing to receive RSV vaccinations and the Practice is working through this
* One member raised a query about observing a person waiting outside the building early in the morning for her appointment. It was asked whether it would be possible for the outside door to be opened so that people may wait under cover? This was normal practice in the past.

ACTION: Kristy will follow this up.

 **Neil’s Report:**

* The ICB want to discuss the National core contract and provision of enhanced service at short notice. Many of the services are so poorly subsidised that the practice is compromised. Example: Practice receive £2,900 a year to deliver services in the treatment rooms. This work out at 28p per patient.
* The ICB is proposing to stop commissioning of some services by primary care on 1st April 2025 and this is causing uncertainty and is destabilising. The anxiety raised is that some services will no longer be local for patients. All concerns and foreseen consequences are documented in the above letter. The ICB has agreed to review decisions proposed but Primary Care do not know when.
* Lincolnshire LMC, which includes representatives from Lincolnshire General Practices Primary Care Network (PCN) have written to the ICB raising significant concerns about the intended review of commissioning, primarily focussed on local services.

ACTION: Colin will forward a copy of this letter to all members of the group.

* This practice made the decision not to provide Covid vaccinations as it was not cost effective. Some members said that this decision was not well published. Neal and Kristy reported that the decision was put on both the website and Facebook.
* Boultham Park is a member of the Apex PCN which is an alliance with [Birchwood Medical Practice](https://www.birchwoodmedicalpractice.com/), [Richmond Medical Centre](https://www.richmondmedicalcentre.org.uk/), and [Woodland Medical Practice](https://www.woodlandmedicalpractice.org.uk/). NHS England has selected 22 PCN’s for a pilot study which includes 4 in Lincolnshire including Boultham Park. This means that the Practice has been allocated funding to use as they wish. The practice has completed 2 recent audits which were very thorough and useful. There is an idea to run an acute hub to manage same day appointments for high volume requests, eg. Infections. However, there is much to be organised before this may happen eg. Buildings; staff and recruitment.
* A decision needs to be made by the end of March about which online digital system will be used by the Practice. Currently, the Practice use AccuRx but is considering whether to use System Connect.
* There is a Frailty Team Within the PCN which provides weekly rounds in care homes. It is a proactive service. This team has joined with the Social Prescribing team for a project that has identified a small cohort (19) of patients with mild cognitive impairment. 11 of these people are interested in taking part with the project and will work with the teams. This is positive project work and will be reviewed in 3 months.
* Boultham Park is a Veterans Friendly Practice. This means that any medical documents/referrals will indicate that the patient is a military veteran so that medical staff are made aware that there may be other symptoms to consider.
* All members of Armed Forces families who are non-serving now have to be registered with a local GP instead of with Armed Forces medical services on camp. This is a Country Wide policy.

**7 Integrated Care Board**

* Colin reported that his involvement with the ICB is becoming more time consuming with various meetings and surveys etc. requesting feedback and comments. Colin is a representative on three groups – Digital Care, Local West and County wide.
* NHS App training highlighted that the use of facial recognition is not working effectively, therefore ICB is following this up.
* ICB has developed a Green Agenda.

ACTION: Colin will forward a copy of the Green Agenda to the practice.

* There is a current discussion going on in ICB concerning “waste of prescriptions”. Dr. Jackson told the meeting that a study identified Boultham Park as being below the national average for prescribing antibiotics which are not needed or inappropriate thus demonstrating good practice.

**8 Any Other Business**

* Kristy reported that the Practice has received 68 positive comments from patients since April this year.
* Angie reminded us of the Kings Fund Video which explains the workings of NHS if it is still available.

**9 Date of next meeting**

This meeting closed at 20.00 hours

Date of next meeting is 06/03/2025 at 18.30. It is the AGM. This is to be held in the surgery in Boultham Park Medical Practice.