PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 12th September 2024**

Present:

Staff: Angela Allenby

Patients: Chairman BJE, MSB, JB, JE, JC, BB

Chairman : BJE opened the meeting

Apologies: HS, AB, Dr George

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Proposed Changes in Scunthorpe General Hospital**

Angela had heard there was some change to the proposed plans and following the meeting sourced the following:

* 6 July 2024

**Plans to move emergency care and some children's services from Scunthorpe General Hospital are to be reconsidered.**

Originally, overnight care, where children require a more than 24 hours stay in hospital, was to be moved to Grimsby's Diana, Princess of Wales Hospital.

Following a consultation, it is proposed that paediatric services will remain at both hospitals.

Plans to move overnight emergency surgery to Grimsby are also under review, according to the [**Local Democracy Reporting Service**](https://www.bbc.com/lnp/ldrs).

Emergency surgery will now be shared across hospitals in northern Lincolnshire and Hull, depending on the treatment required.

Plans for the trauma unit and individuals with heart, lung or stomach conditions who require a longer stay in hospital will be moved to Grimsby.

If the NHS Humber and North Yorkshire Integrated Care Board (ICB) agrees to the revised proposals, it is anticipated around seven patients a day would be transferred from Scunthorpe to Grimsby.

The local NHS says the proposed changes will help deliver “seven-day consultant-led care” across specialist services, improve the quality of care that patients receive, and reduce length of hospital stays.

North Lincolnshire Council had threatened [**to seek a judicial review**](https://www.bbc.co.uk/news/uk-england-humber-67056385) over the plans to move the trauma unit and out-of-hours emergency surgery.

**Practice Report:**

* **Covid Vaccinations**: Practice will run alongside the flu campaign. Awaiting confirmation of delivery dates but hopefully will give with flu clinics already booked.
* **RSV vaccination**: New vaccine for 75–79-year-olds rolled out from September 24. Practice has invited eligible patients and two thirds have been vaccinated.
* **Telephone Update**– new cloud-based telephone system will be installed soon – just waiting for installation date but will enable practice to look at call data and also give the facility of holding a place in the queue so patients don’t need to keep calling back. Lots of new functionality which will be beneficial to patients and staff. Have training planned for 9th October for staff and hopefully install will be end October/Early November.
* **Mental Health Worker Update** – Lasted 2 months and has resigned. Hopefully new recruitment will happen soon via the PCN however the process with RDASH takes some time.
* **Pharmacy** – can now book in our uncontrolled hypertensives to support the practice. Taffs has rotas and we have a run a report to work through.
* **New Staff** – We have a newly qualified GP working all day Monday who stared beginning of September. We also have another nurse starting hopefully October.

**Practice Survey**

Copy of survey results and comments handed round the PPG for discussion. Good results in the main; comments about Phones which hopefully the new system will help relieve. Booking online – we only can book online appointments which do not need triage first therefore not applicable to GP appointments however we are sending out links to book straight into blood clinics, covid/flu, RSV and pneumonia. Have considered email for patients but feel it is another platform for staff to monitor – we already have online consults, telephone, tasks and makes very easy for patients to sent lots of requests through which may not be appropriate or realistically possible so have decided against this. Online consult is easily accessible via the website and Angela has sent out a text giving the instructions and advising of this facility.

Surgery came 4th in the National Survey and 2nd in the town practices which the practice were very pleased with. Recent Healthwatch report had highlighted some issues from patients regarding specific practices however there were no comments about Oswald Road.

**PPG Forum**

AA will email out to PPG members copy of the PEN meeting yesterday supplied by Jean. Next meeting is at Goole so Jean will not be attending but will hopefully get minutes for circulating.

**Friends & Family Comments**

FFT comments shared with PPG Group for last month:

Really good comments about the staff and practice. Majority of comments in the Very Good/Good categories; less than 1% on Neither/Poor 170 responses. Discussed the few Poor/Very Poor comments – no repeating themes. Angela is happy to discuss any issue with patients however as these are anonymous difficult to address individually. There wasn’t anything specific to focus on. Any comments which directly related to specific staff members are given separately to that member of staff to discuss and reflect.

**Any other business**

*Please arrive 10 minutes early for your appointment to ensure smooth running of clinics.  Self-Check in is available.*

This message has been added to the Practice Website – Action completed.

Query about offering late night appointments. Angela advised that we do offer medication review or pharmacy appointments on Mondays and Tuesdays after 6.30pm and also GP telephone appointments on a Wednesday.

Chairman JE wanted the minutes to reflect thanks to the practice manager and staff from the PPG for all their hard work.

No other business – meeting closed.

**Next meeting will be held on Thursday 12th December 24 at 11am**

**(Future meetings planned: Thursday 13th March 25, Thursday 12th June 25 )**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**