

Summary of Minutes of Meeting
UPPINGHAM PATIENT PARTICIPATION GROUP
held on 15th May 2018 at 5.15 pm

The public consultation for the proposed closure of Ketton surgery has been extended and a new questionnaire made available, and there has been a further drop-in session at Ketton. After 1st June a report will be written and submitted to the Primary Care Commissioning Committee; early August is the most likely date for this to be considered.

The Practice is fulfilling its requirements and **working towards meeting all data protection** regulations though elsewhere in the NHS this is taking some time.

At the present time **staffing arrangements are working well** and the Practice is no longer recruiting, but they will see how things go in the future. There is considerable new housing planned for the whole local area, and in Edith Weston in particular. The Practice is aware of potential increases in patient population but point out that funding only comes with actual registrations.

Serious concerns were raised by members that the Practice is temporarily unable to receive fax messages and patient information being sent by hospitals is being lost. The Practice is pursuing this urgently and will advise the PPG Chair.

Further criticisms were made of the **telephone system for ordering repeat prescriptions**. The Practice was not aware that this problem was continuing and would find it hard to alter the automated system. They are **looking for alternative ways** to provide a good service: they are also looking at **improving the general telephone** system now that their original contract term has expired.

Information has been passed on to the Manager regarding problems faced by patients with sensory and transport difficulties when they contact or visit the surgery. The **Practice always welcomes feedback on any patient concerns** so that they can reflect and learn.

There was no news from **Gretton**, everything seemed to be going well. However **Barrowden** patients were concerned that the Ketton issues may in due course have an effect on the service they themselves receive. There was disquiet in **Ketton** because of the ongoing uncertainty and potential patients were unwilling to register at the surgery. The building of new houses in Ketton and the local area will increase the pressure being put on all services.

Regarding **the dispensing of medicines** in the rural area, this is covered by NHS England and in Ketton there will be a separate and second part to the application for closure. However the Practice is planning that **in the future all medication will be prepared centrally at Uppingham and taken to the branch surgeries** where it can be handed out.

Rutland County Council has contracted a holding company that operates under Northampton to run Rutland Healthwatch. This is not fully set up yet but there is a **serious lack of continuity**. Board members from Rutland are continuing to watch and oversee ongoing projects but there is a great need to be vigilant, particularly in regard to the Strategic Transformation Plan where decisions have not been finalised. There is a need to ensure that it is a coherent Plan and that there is no slippage, and that the STP is equitable for all.

The Rutland Hub is still “an aspiration” and is not as yet confirmed as a positive project. The Community Partnership Group has not established the hoped-for membership so currently there has to be a reliance on stakeholder events to provide community input.

Members agreed that, though daytime **meetings of the PPG** are often more convenient these exclude the attendance of the members who work full time, and in particular those who bring broader medical experience. Quarterly meetings will therefore continue to be held in the evening, but any additional meetings may be called during the day.

The next full meeting will be on Tuesday, 21st August.