

Meeting of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 1st July at Merton Lodge

Members : Peter Hawkyard (Chair) Pat Hawkyard, Hazel Bogg, Alan Reeves, Bob Baker.

Practice : Ian Atkinson.

Apologies : Pam Maplethorpe, Pat Mowbray.

Minutes of Previous Meeting ; Agreed as a true and correct record.

Matters Arising ; None.

Chairmans Report.

On 26th May there was a CCG meeting held at Louth Hospital. Possible points of interest were ;

Lincolnshire East has a higher prevalence of deprivation than other Area of Lincolnshire. It also has an older profile than seen across England with a higher proportion of 50 years and over. Life expectancy is slightly lower – Males 79.9 years compared to 78.9 years – Females 82 years compared with 82.8 years. Prevalence of cancer, diabetes, coronary heart disease, stroke and respiratory disease are all slightly higher, reflected by the older age profile of the population.

There are 200 Caravan Sites in the Area which sees Mablethorpe and Skegness in particular with large numbers of temporary residents. It is estimated that 50% of the residents in the 25,000 static caravans are registered with a GP.

EMAS continue to struggle to meet targets. The East has the 3rd lowest performance of the 22 CCG's.

The 2 week urgent appointment system for cancer has improved and currently running at 93%.

Healthwatch submitted a report on Hospital Inspections they had made, and reported on complaints they had received about various surgeries. Happily, Alford was not listed.

There are currently 40 vacancies for GP's across Lincolnshire.

CQC ratings ; 47 Practices had now received CQC ratings. Only one Practice was rated "outstanding". Thirty Practices have been rated as "good". Thirteen require improvement and three Practices have been rated "inadequate".

On June 9th there was a meeting held at Louth Hospital to discuss the future of the Car Service currently operated by NSL on behalf of the NHS. This Company has held the franchise for the past 4 years, and it does not wish to renew its contract when it expires

next June, NHS are currently seeking a new supplier and the idea of this meeting was to solicit the public view of how they wished it to operate, and what improvements could be made to the Service. The meeting was poorly attended, poorly presented, and most of the meeting was taken up by political speeches made by one of the Louth Councillors, who totally ruined any sense of order, and was constantly being told to “pipe down”. However, the rest of the public managed to get one or two points taken on board, but the general opinion was that the presenter was “out of his depth”.

The Area PPG meeting was held at Skegness on Tuesday 28th June. We had invited a guest speaker from EMAS but he was called away to an urgent situation in Leicester. For the next meeting in September, it was decided to invite a representative from ELDC to give us an update on Section 106 agreements.

It has been announced that the four Lincolnshire CCG's were now asking Surgeries to cut back on prescribing Paracetamol and Anti Histamine tablets, They are much cheaper when purchased direct by the patient, Prescription will now be at the GP's discretion.

After discussion, it was agreed that the following item appear in the Minutes. Alford Group of Doctors and staff are to be congratulated in having the courage to pioneer their “walk in surgeries”, It has been a great success, and has now been copied by Marisco and a practice in Sleaford (which made the TV News). Copying they say, is the sincerest form of flattery.

Finally, I can finish with a good news story. The Mobile Chemotherapy Unit is finally, after 3 years harassing by the PPG's and CCG's in the Area, mobile from 8th July when it will be stationed at Skegness Hospital. This will be a regular Friday slot. It will also be stationed every Thursday at Grantham Hospital and at Louth Hospital every Tuesday. Patients that are receiving suitable regimes for MCU delivery, and at an appropriate stage in their treatment cycle, will be offered these options to reduce travel, and improve their experience. Further information or questions relating to this service, please contact Sarah Ward, MacMillan Lead Cancer Nurse on 01522-572350

Practice Manager Report

Ian confirmed that the signage has now been done. We are still awaiting delivery of the new fire doors. A gardener is to start work for the Surgery on 4th July.

Regarding the minutes not appearing on the website, there is a problem but it is being resolved and the minutes will be appearing back shortly.

All lighting is being converted to LED. Removal of walls to increase parking slots is under consideration.

DNA's are still a major problem. 1st April 20-15 to 31st March 2016 figures are ;

Appointments available – 43,628 – DNA's 2,829 = 6.48%.

1st April 2016 to June 30th 2016 –Appointments available – 10,837 – DNA's 729 = 6.73%

Summary- April 1st 2015 to March 31st 2016 – Time wasted – 78,442 minutes

April 1st 2016 to 30th June 2016 – Time wasted 16,328 minutes.

A further breakdown shows ;

April 1st 2015 to March 31st 2016 ;

0-9 yrs = 273, 10-19yrs = 289, 20-29yrs = 363 , 30-39yrs = 262, 40-49yrs = 331,

50-59yrs = 363, 60-69yrs = 365, 70-79yrs = 353, 80 + years + 230.

Highest group is the 60-69 years = 12.9%

Next is 20-29 years & 50 -0 59 years at 12.8% each.

From 1st April 2016 to June 30th 2016 the highest group is 20-29 years = 15% followed by 40-49years = 13.6%.

Unfortunately, patients cannot be removed from the Practice despite repeat offending , but consideration is being given to only allow access to appointments via the walk in clinics to these patients. The Practice is however, allowed to remove from the list patients who are violent, commit fraud or show aggression towards staff, and will not hesitate to use these powers.

Staffing

Claire Thornalley has joined the nursing team. One HCA has left and is to be replaced. A receptionist is also leaving, and will be replaced. Further negotiations are taking place with a female Doctor who has expressed an interest in joining the practice.

Award

Ian was pleased to advise that the Practice had been awarded a Certificate of Accreditation valid for 3 years for it's record keeping,

Newsletter

Ian had been handed a Newsletter, presented by the PPG at a Practice in Bourne. He thought it was a good idea and we ought to present one every three months to keep patients up to date with all the changes that are taking place. Everyone agreed it was a good idea and we should progress towards producing one .

Members Feed Back

Hazel wished to place on record that she had received exemplary service from the Practice regarding ECG tests. Ian promised to pass her comments on.

Any Other Business ; None

DATE OF NEXT MEETING FRIDAY 26TH AUGUST AT 1.30PM