

Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 30th June 2017.

Members ; Peter Hawkyard (Chair), Alan Reeves (Vice Chair) Pat Hawkyard (Secretary), Hazel Blogg.

Practice ; Ian Atkinson (Practice Manager)

Apologies, Pam Maplethorpe, Pat Mowbray, Bob Baker.

Minutes of Previous Meeting ; Approved

Matters Arising ; None

Chairman's Report

There was a Patient Council Meeting held at Woodhall Spa on Thursday 22nd June. Ian, Pat & I attended.

There was an update given on the Neighbourhood Team giving an optimistic outlook for the future. As far as Alford is concerned, there has been little improvement in the service offered.

Questions raised by PPG members at the previous meeting were responded to and are attached. One issue not resolved was that of the DNA problem. Work is still progressing and will mainly consist of press releases and posters.

A presentation was given by Mina Josa on Equality and Diversity. Discussion took place afterwards but nothing was agreed due to the complexity of the subject.

NHS meetings are to be held in our area, and all members of the public are free to apply to attend. These are ;-

1. Wednesday 12th July 1pm to 4pm at Spilsby Pavilion.
2. Friday 21st July 12 noon to 4pm at Louth Meriden Centre.
3. Saturday 15th July 9.45am to 3.30pm at New Life Conference Centre, Sleaford.

Anyone interested in attending please refer to attachments for details.

Pat & I will be attending the Spilsby and Sleaford events.

A Virtual Patient Council has been set up and anyone wishing to register visit

www.lincolnshireeastccg.nhs/virtual-patient-council.

The area PPG meeting was held Tuesday 27th June. Thames Ambulance service had been invited to explain how plans were progressing for the take over on 1st July from the previous provider of the service to transport patients to and from Hospital appointments.

There has been no increase in fleet size, but the fleet is brand new and reliability should be much improved. No revision of the criteria for qualifying for this service has taken place, and the rules will be just as strict as they were previously. A minimum of 24hrs notice is also required. In the event of patients being refused transport, all staff would have to hand alternative means of transport and would advise accordingly. It was agreed that all PPG,s would be monitoring the service and Thames would be called back to the area PPG if thought necessary.

It was announced that Gary James the Chief Accountable Officer for the Lincolnshire East CCG was retiring and that decisions on his replacement would be taking place.

Alarming news was given that there were only 5 applications for new Registrars at Lincoln, and 3 at Boston. As we need 30 odd to maintain sustainability, the situation will become grave. All this, despite enhanced salaries being on offer to work in Lincolnshire. As a result of this news, it was agreed that a letter on behalf of all PPG's in the area be sent to the CCG expressing our concerns and questioning what the plan of action is going to be to resolve the situation.

Practice Manager Report

Ian presented the DNA figures for April May which show a worsening position.

Missed GP Appointments – 125, Nurse Practitioners – 141, Nurses 58 and HCA's 239.

Broken down into age groups ;-

0-20yrs – 79, 21-40yrs – 169, 41-60yrs – 133, 61-80 – 150, 80+yrs – 32.

These figures are really depressing and shows utter contempt towards the Practice by a minority, who are spoiling it for the majority, in its attempts to try and run a decent service.

There were 5 complaints in April/May 1 verbal and 3 written for May and 2 verbal and 2 written for June. All were resolved. There are 2 complaints still ongoing.

The Practice is up to strength except for a GP vacancy. The GP that had expressed interest decided to join the Marisco Practice at Mablethorpe.

A decision has been made to sub contract non sensitive admin duties to a private company to relieve pressure on the Practice.

The Federation project is ongoing and there are now 17 Practices signed up including Boston Area. Challenges are now being made direct to NHS England to re-balance the cost recovery of services carried out by Practices free of charge, whereas the Hospitals can charge for these services.(A prime example being ear syringing).

The phone system will be updated 2nd week in August and the Practice will only be “off line” for around 15 minutes.

The Quality Care Commission has been in contact and has offered to assist the Practice in obtaining its final “good” rating. This offer is being taken up, and the Practice is hopeful that this will result in being rated “good” in all categories.

Any other Business - None.

DATE OF NEXT 3 MEETINGS – FRIDAY 28TH JULY, NO MEETING IN AUGUST, FRIDAY 29TH SEPTEMBER, ALL AT 1.30PM.