

## Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 23<sup>rd</sup> March 2018.

Members ; Peter Hawkyard (Chair) Alan Reeves(Vice Chair), Pat Hawkyard (Secretary), Pam Maplethorpe.

Practice ; Ian Atkinson (Practice Manager).

Apologies ; - Pat Mowbray

Minutes of Previous Meeting : Approved

Matters Arising : None.

### Chairman's Report

On 13<sup>th</sup> March Pat & I attended a meeting at Skegness Hospital arranged by the CCG to agree ratings for the services that the CCG operate. All these services are colour coded and we were encouraged to comment or disagree on the grading of services. We were mostly out of our depth as neither of us feels qualified to comment on clinical services but we did try to contribute as best we could. The gradings had been arrived at by a survey of the general public, but as usual, the response had been poor and we thought it did not give a true reflection on the quality of the services. The gradings went virtually unchallenged and we were disappointed we could not contribute more to the proceedings.

On 15<sup>th</sup> March we attended the Patient Council Meeting at Woodhall Spa. I raised the following points ;-

1.

Q. Can the CCG explain why Nurse Practitioners are unable to order Ultra Sounds, yet can order X Rays.

A. Due to varying competence levels and various grades of NP,s, not all NP's would be able to analyse the results of Ultra Sounds.

2.

Q. Regarding antibiotics, GP's & NP's are sticking to the guidelines and not prescribing where inappropriate. Patients are openly bragging that they have found a way round this by attending A&E where antibiotics seem to be freely dispensed.

A. This should not happen and is a sad reflection on patients who persistently and determinedly try to overcome the system

3.

Q. The over 75's programmes delivered by local practices ceases at the end of June. It is going out to tender Why has this action been taken when most practices are doing a good job. Is it a case of empire building for the neighbourhood teams. If so, it seems a retrograde step as they are already struggling to meet their commitments.

A. As a result of pressure from the surgeries, meetings have been held and where patients and practices are able to prove that certain criteria are met, they will be allowed to continue to give this service. Those practices that are unable to offer this service will be assisted in finding a suitable alternative within their area.

4.

Q. Many complaints are being received of late notification of appointments at Hospitals, mainly being notified by second class post, often resulting in delivery after the appointment date.

A. This will be taken up by the CCG with all the Hospitals, and asked to review and improve their notification procedures.

The CCG wants to appoint a deputy chair to assist the Chairman Brenda Owen. The job details will be circulated and anyone wishing to put themselves forward can apply.

We were advised that the hearing aid situation was now settled. I pointed out that the waiting list for a hearing test is now 18 weeks which is not satisfactory as previously it had been 2 weeks. Specsavers admit that they are overwhelmed by the demand.

### Practice Managers Report

The International GP has not materialised as the GP went back to Poland. The Practice is still pursuing the possibility of obtaining an International GP. Furthermore, the Practice has received an approach from a female GP, and also a male local GP who have both expressed an interest in joining the Practice.

As already stated by Peter, the meeting on the 8<sup>th</sup> March with the CCG resulted in the over 75,s programme being retained by the Practices already operating it. Not resolved, was the issue of unfunded services (such as ear syringing). The CCG was only able to offer £1.68 per person to fund this service (equating to £12,000 p.a. for Alford). This is woefully inadequate and all the East Coast Practices in the Federation were unanimous in rejecting this offer.

Also resolved at this meeting was the issue of Nurse Practitioners being unable to order ultrasounds. The CCG has now agreed to run a trial allowing NP,s to carry out ultrasound investigations.

Thanks must go to all the staff who managed to get in to work during the “beast from the East” episode, The Practice managed to offer a reduced service until the Friday.

Dr Tant is sending out random survey forms and recipients are urged to complete and return so that a proper appraisal can be carried out.

Mr Chris Jarvis, the local Manager of the CQC, has contacted the Practice regarding upgrading the fire escape and renewal of the fire doors. This will result in the Practice being upgraded in all categories to “good”.

DNA,s continue to be unacceptable and regrettably the highest percentage of non attendees were 70yrs + at 50% above other age groups.

3 Complaints were received, all ongoing, 1 with NHSE and 2 with the Medical Defence Union.

Members Feedback ; None.

Any Other Business ; Peter said that he was pleased to hear the news that a facility is to be created at Lincoln University to train 16 GP,s per year. This news is long overdue,and must surely help in the longer term in attracting GP,s to work in this Area.

DATES OF NEXT TWO MEETINGS FRIDAY27<sup>TH</sup> APRIL, FRIDAY 25<sup>TH</sup> MAY  
BOTH AT 1.30PM