

Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 25th May

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

Practice ; Ian Atkinson (Practice Manager)

Apologies ; None.

Minutes of Previous Meeting : Approved

Matters Arising : Peter advised the group, that despite advising them that a letter to NHS England had been sent on behalf of the East Coast PPG's, the letter has since been withheld due to the fact that it refers to winter pressures and is therefore out of date. There was no enthusiasm to pursue the matter further from the area Chair.

Chairman's Report

A couple of events to advise on. Firstly is it PPG awareness week 4th to 9th June. Regretably, I will be planning nothing, as previous attempts to get people interested in joining have proved a complete disaster.

There is to be a Neighbourhood Working event being held at the Marisco Practice on Tuesday 19th June from 8.40am to 1pm. No booking required – just turn up. It will showcase services offered by a variety of organisations including voluntary, third sector, health and social care.

The National Association for PPG's are holding a conference on 9th June in Nottingham. Anyone interested contact Edith Todd on 01932-242350. Among items to be discussed is GP on line consultations.

A couple of surveys are also available. One covers the on line consultation issue and is on England.onlineconsulation@nhs.net. The second one covers heart surgery and is on <https://leicester.onlinesurveys.ac.uk/heart/surgery>.

Pat and I attended a Patient Council Meeting held in Horncastle 9th May. Once again the number of NHS staff almost outnumbered the general public. Presentations were given on Older Adults Service, Care Portal Update (access to Patients Records) and a Neighbourhood Team Update. Most of these presentations were pure "waffle", trying to impress upon us how good the CCG team is.

We were informed that £1m extra has been allocated to the Boston Area over the next 2 years. No extra funding has been allocated to this Area, but many grand plans are to be announced

To put it mildly, we came away most disappointed, as the presentations took up so much time, there was no time left for questions from the public. Perhaps that was the plan from the start ?, Even the Chairman didn't turn up !.

Practice Manager's Report

Ian advised that regrettably, Sarah, our Practice Nurse passed away on 15th May at the age of 56yrs. Sarah had been ill with cancer for some time. Representatives from the practice will attend her funeral.

170 DNA's last month which is a pleasing improvement and credit due to the extra effort made by the assistant Practice Manager to reduce the figures.

3 complaints (1 with medical council, 1 with NHS England and one being resolved by the Practice.

The lady Doctor Dr Grace Hurdley, who was due to start on 30th Aug, has now agreed to start on the 23rd Aug. She will initially work each Mon/Tues/Thursday as a salaried GP. The possibility of recruiting a further GP is still being pursued.

The Care Navigation programme has now received funding and a programme is being formulated to grade the receptionists, and update all staff and GP's.

Due to the struggle to find cleaners, the practice will be appointing outside contractors to carry out cleaning duties.

Mandatory training for staff has been approved and will take place on the first Wednesday afternoon each month. There will still be emergency facilities available whilst training takes place.

Dispensary hours have been reviewed and will now be 9am to 6pm Monday to Thursday, and 9am to 5pm on Friday.

Also reviewed is the Walk in Clinic, and patients will now be given a time slot. There will be 12 staff available to operate extended hours starting at 7.00am, and a late shift 6.30pm to 8pm on a rota basis.

Ear irrigation is no longer available at the Practice. Currently, patients are being referred to Lincoln Hospital although future plans are for the James Street Louth Practice to carry out this service. A private service is also offered by Specsavers Louth at a cost of £35.00.

PS UK have been appointed as suppliers of drugs for the Practice on the basis that they offer a better service and are more cost effective.

The fire alarm and Fire Doors have all been renewed and inspection taken place. This has resulted in the Surgery now being rated as “good” on all counts. A further CQC inspection should now be due in 5yrs time.

A complaint from the CCG has been received by all the locality Practices regarding the lack of respect and the questions being raised by the Practices. It would appear that they are getting a little sensitive over their performance and unresolved issues. The Practices have asked the CCG to be more specific so that they can investigate the claims.

Finally, in order to “scotch” the rumours currently going Alford, The Practice Manager is not leaving, neither is Dr Tant, nor is the Practice closing down.

Members Feedback ; None

Any Other Business : None

DATES OF NEXT TWO MEETINGS – FRIDAY 29TH JUNE, NO MEETING JULY & AUGUST, FRIDAY 28TH SEPTEMBER, ALL AT 1.30PM