Meeting of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 11th Dec at Merton Lodge.

Members ; Peter Hawkyard (Chair) Pat Hawkyard, Pat Mowbray, Alan Reeves, Bob Baker.

Practice; Ian Atkinson

Apologies ; Pam Mablethorpe

Resignation ; Sarah Harley. Sarah has sent a lovely letter advising that after 4 years she felt it was time to move on. Peter had sent a letter to Sarah, thanking her for her efforts and wishing her well for the future. Sarah has expressed a wish to remain on the "virtual" group.

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

Matters Arising ; Peter as promised, wrote to the CCG asking for an update on the current district nursing team situation, He was happy to report that he had received a detailed reply from Lisa Green, Director of Nursing and Operations, which showed that they were addressing the problem and making alterations in the way the system was administered. The main point being that it would now be Skegness based rather than Lincoln, thereby making best use of local knowledge. There had been a 10% increase in activity over the last two years but only one member of staff has been recruited. Additional funding has been requested for activity growth.Lisa further indicated that she would be happy to address the group and I have confirmed that we would be delighted for her to visit Alford. Peter asked that all members pass on information regarding anyone they know who is receiving visits from the district nursing team and pass on the information (good or bad) so that we can present a case to Lisa and impress that we are concerned for the patients of Alford. Ian added that he would try and get a member of the nursing team to attend the meeting to back up any information that group had obtained.

Ian had still not received a copy of the report from Healthwatch. It is a case of good news always travels slower than the bad. He also confirmed that all TV,s were now working.

Bob pointed out that the "old" minutes were still on the web site, and suggested that the PPG had its own website. Ian said he would rectify so that all minutes were in one place, incorporating a separate website for the PPG.

Action IA

Chairmans Report

There was a meeting of the CCG which Pat & I attended at Louth Hospital on 27th Oct. Herewith points likely to be of interest to patients ;-

Two "greatest need for improvement" items were around Cancer and Dementia/. Several rates for cancer were at the national average, although, with some types of cancer there was still room for improvement, particularly with regard to bowel cancer. Dementia was a bit more difficult to understand, however, progress has been made with services now available to deal with dementia diagnoses. There is an expectation that services will improve. Regarding cancer, one of the critical issues is that up to 30.4% of cancers are not stages at level 1 or 2. There was good news on Diabetes. Lincs East CCG were classified as "Top Performing". Practices should be thanked for the effort they have put in.

Six standards were not met by the CCG

Cancer waiting times ;

2 week wait – standard 81.9% (standard required 93%)

2 week wait – breast cancer – 38% (standard required 93%)

31 day subsequent drug treatment 97.5% (standard required 94%)

31day subsequent radiotherapy treatment 86.2% (standard required 94%)

62 day standard 74.3% (standard required 85%)

62 day screeni8ng 83.3% (standard required 90%)

C.Difficile – 8 new cases in August (higher than tolerance of 5.4)

Outcomes Framework

Under 75 mortality rate from Cardiovascular, Respiratory, and Cancer disease all deteriorated.

Diagnosis rate for people with Dementia failed at 64.1%.

MRSA – No cases reported year to date.

25 new GP's recruited to Lincolnshire with 8 appointed to this area. 3 have been confirmed as joining the Marisco Practice in the new year after they gain clearance from the BMA as they are from overseas and need to be UK certified before being allowed to practice.

The Practice received 7 feedback forms last month. The majority were complimentary but issues were raised regarding the waiting room being overcrowded, stuffy etc. However,the Practice is stuck with the premises and apart from increasing ventilation, it appears difficult to resolve. On a personal level, I have noticed that many patients arrive half an hour early and if the appointment runs late by further half hour, this in turn means cars sat in the car park for an hour thereby adding to the congestion..

Practice Managers Report

Ian reported that he was making good progress negotiating for a new telephone system. The practice had been quoted for a comprehensive system which had recording facilities and included a dedicated cancellation line. Ian was hopeful that the funds could be found and that a decision would be made in the new year.

Action IM

DNA's

From 1st Oct to 1st Nov the figures are ;

137 GP appointments missed

55 Nurse Practitioner appointments missed

87 Nurse appointments missed

177 HCA appointments missed.

These really are dreadful figures and represent an increase over previous months.

Peter asked if Ian could break the figures down further into age group male/female to see if there is a pattern.

5 complaints received. 4 resolved at practice level. 1 referred to medical defence union.

Appointments available for GP's around 10 days. Similar situation for Nurse Practitioners and Nurses but slightly longer for HCA,s.

One nurse leaving but one Nurse Practitioner starting in the new year.

Advertising on Lincs FM for GP and Nurse Practitioner.

Any Other Business

Ian confirmed that Wainfleet Surgery had been closed and the two GP's have decided to retire.Patients have been advised to sign on at the Hawthorne Practice in Skegness or the Spilsby Surgery. Some staff have been retained to transfer documents etc .

Bob reported to Ian that the hot water tap in the toilet was faulty and wasting hot water. Ian said he would attend to it.

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DATE OF NEXT MEETING 27th JAN 2017

GUEST SPEAKER LISA GREEN, DIRECTOR OF NURSING OPERATIONS

The meeting was closed by the Chairman after thanking members for their attendances over the year. He wished everyone a Happy Christmas and a Happy and healthy New Year.