

## Minutes of Alford Group of Doctors Patient Participation Group

Held 1.00pm Friday 29<sup>th</sup> March 2019.

Members ; Peter Hawkyard(Chair), Pat Hawkyard (Secretary), Pat Mowbray, Pam Maplethorpe, Shirley O'Connor.

Practice ; Ian Atkinson (Practice Manager)

Apologies ; None

Minutes of Previous Meeting ; Approved.

Matters Arising ; None.

### Chairman's Report

The Area PPG Meeting was held on Tuesday 26<sup>th</sup> Feb. As only 2 PPG reps attended (the other one was Spilsby), the meeting was all over in an hour as there were no new statements from the CCG other than to advise us that the Chief Executive Officer had resigned and taken a post in London with NHS England. So much for continuity, she had only been in the post 2 years. Her post is temporarily being filled by Tracy Pilcher the Chief Nursing Officer.

Pat & I attended the Patient Council Meeting held at Woodhall Spa on Wednesday 27<sup>th</sup> Feb. It was well attended, but yet again the CCG had seen fit to cram 5 presentations into the agenda. So much for it being a Patient Meeting, as we were only allowed 1 hour for all the members to ask the questions relevant to their own Practice. It is a good idea to have these presentations as they are an excellent way of gaining information not normally available to patients. They must however, curb their enthusiasm and reduce the number of speakers so that the Patient members can get their points across. They have agreed to look at this problem.

We were advised by the CCG that there is now 1 Parkinson's Nurse to cover the whole East Coast CCG Area.

There was yet another presentation on Equality and Diversity and it really is getting tiresome to keep banging on about this subject.

There was a presentation by 3 team leaders from the Neighbourhood team (one would have been quite sufficient). They explained their plans (see attachment) and if they can pull off their plans, it is certainly going to be a good thing especially with release from Hospital and Care in the Home arrangements.

There was also a presentation from Connect Health (a Private Company) who are now going to be responsible for the Pain Management Service. It will be GP referred but the criteria must be that you have been suffering pain for at least 3 years before being eligible for this service. It is yet another move along the privatisation of services route. Time will tell if it will be better or worse than the NHS administered service.

A presentation was given by Dr David Boldy, explaining the new initiative by Lincoln University in conjunction with Nottingham University regarding the training of GP's. There are now 80 Medical Students on the 5 year course. They are accepting students with 3 A's who will spend the first year studying subjects that will allow them to achieve the required qualifications for entry level on the course. The first two years will be classroom led followed by 2 years placement including GP Surgeries. As always, there is a catch, which is that should a Surgery opt to take these students, they will do so on a 1 year unfunded basis, meaning that the Surgery will have to pay for these students as only the final year will be funded by NHS. Surgeries will be encouraged to get these students involved in "non run of the mill" cases to broaden their experience. This will present a challenge at the triage level assessing what constitutes a "non run of the mill" case.

I am pleased to be able to inform you that I had a response from the CCG regarding an issue I raised many months ago with the then Chief Accountable Officer. The response came from Tracy Pilcher who is standing in until a replacement has been found,(see attachment).

The March e-bulletin from NAPPA has been received and the main point of interest is the news that trials are being carried out in at least three areas (none of them in Lincolnshire) whereby physiotherapists with enhanced skills have been based at GP surgeries rather than waiting to see a GP to get a referral to Hospital. Seems like a win win situation.

I have also received a newsletter from the Health & Wellbeing Board which is quite lengthy but says very little we don't already know.

#### Practice Manager's Report

Ian reported that a new system was now available to analyse DNA's, which records age, sex, repeat offenders etc. A print will be made available for next month's meeting.

The DNA's for Feb/March are 224 which is really disgusting. As 95% of appointments are "on the day", it is difficult to comprehend how patients can "forget" a same day appointment,

The remaining Advanced Practitioner has now left to carry out locum work.

Replacement is now under negotiation and adverts are out for another ANP.

A new receptionist has been recruited to cover for 2 receptionists on maternity leave.

An international Doctor has been interviewed but not recruited due to lack of language skills ,and not being up to the skill level required at the Practice. We shall continue searching for a suitable GP.

The para medic scheme is still working well and visits to care homes are taking place.

Further to Peter's report, Ian confirmed that the CCG had now agreed to fund the trainee GP's to the tune of £140 per day which is inadequate, but the Practice is prepared to absorb the cost with the long term view that they may when qualified, join the Practice

The Bundled Services issue is still unresolved due to the CCG cancelling a meeting at the last minute.

The recall system is now overhauled and no longer will several visits be required as all requirements relevant to treatment will be dealt with at the same time.

NHS England have written to the Practice chastising it for closing down for half a day a month for Staff Training.As this instruction was originally mandatory for Practices under instruction from NHS, this has been challenged by the Practice and a response is awaited.

Translator services are now available to the Practice by ringing a special number

Network systems are being negotiated and will probably result in the Skegness and Marisco Practices being 1 Network and Alford/Spilsby/Stickney and Holbeach forming another. Hopefully, extra funding will be available when these negotiations are complete.

There have been no complaints in March and good reports received on Friends and Family forms.

#### Members Feedback

Pam queried stocks of medicines in view of the furore surrounding Brexit. Ian stated that there were certain shortages but he had been assured that stocks were being held albeit in Europe.

Any Other Business ; None

**Date of Next Meetings ; Friday 26<sup>th</sup> April, Friday 31<sup>st</sup> May, Friday 28<sup>th</sup> June. All at 1.30pm.**

**No Meetings July & August.**

