

Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 26th May 2017.

Members ;- Peter Hawkyard (Chair), Alan Reeves (Vice Chair), Pat Hawkyard (Secretary), Bob Baker, Pat Mowbray, Pam Maplethorpe, Hazel Blogg.

Practice ;- Ian Atkinson(Practice Manager).

Apologies ; - None.

Minutes of Previous Meeting; Incorrect spelling of Pam's surname noted.

Matters Arising ;- None.

Chairman's Report.

Peter did not have a report, as the NHS is in a period of stagnation due to the forthcoming general election. He did however, wish to document the fact that Pat had used the "walk in" facility at the surgery and it had worked well, but unfortunately resulted in a visit to Louth A&E which also gave exemplary service in around 1hour.

Practice Manager's Report.

Ian was pleased that Pat's visit to the "walk in" was good, but pointed out that the system is being abused and being used incorrectly. It was operated on the basis to treat symptoms or problems which have occurred in the previous 24 hours. It was not to be used for long term problems, and a "short cut" to an appointment. The system is being monitored and if the abuse continues, changes will be made.

DNA's

Figures for April are 48 missed GP appointments, 46 Nurse Practitioner, 119 Nurse and HCA. These figures are alarming, and at long last our CCG has accepted that the situation cannot continue and are planning a campaign in an effort to reduce this appalling abuse of the NHS system. One Alford GP had 3 x DNA's in succession, total waste of 30 minutes.

Staff Vacancies.

The cleaner has resigned due to other work commitments but a replacement has been found. 1 GP has expressed an interest in joining Alford and has arranged a second interview.

The practice has applied to NHS England for permission to close its books to new patients. We are now up to full capacity with each GP being responsible for 7,500 patients.

The Cyber attack was a serious issue and took almost 3 days to sort out. Ian expressed his wish to acknowledge the hard work of the staff in resolving the problem so quickly. It was a genuine team effort by all the staff at the Practice and proved that those within the service were willing to go the “extra mile” to keep it running.

Due to an accident with the wall outside the entrance, plans had been submitted to reconfigure the layout at the entrance.

Ian, on behalf of the practice thanked Bob for his letter to Parliament. It is important that pressure is maintained to highlight the situation locally.

The Federation of local practices is now established and is now ready to question the CCG over several issues. The main issue is the allocation of half a million pounds already in the possession of the CCG who are refusing to pass on to the Practices.

The new telephone system is now to be installed in August and should not result in any major problems of communication loss.

Any Other Business

Peter asked if Ian could confirm that the over 75's scheme is to cease. Ian confirmed that funding for this service is only available up to July.

Date of next 4 Meetings – Friday 30th June. Friday 28th July, No Meeting in August, Friday 29th September, all 1.30pm.

Meeting closed 2.30pm