

## **Minutes of Alford Group of Doctors Patient Participation Group**

**Held 1.30pm Friday 25<sup>th</sup> January 2019.**

Members ; Peter Hawkyard(Chair), Alan Reeves (Vice Chair), Pat Hawkyard (Secretary), Pat Mowbray, Shirley O'Connor.

Practice ; Ian Atkinson (Practice Manager)

Apologies; Pam Maplethorpe, Janet Thornalley.

Minutes of Previous Meeting ; Approved.

Matters Arising ; None.

### Chairman's Report

There have been no meetings to attend over the Christmas period but I have received a communication from the CCG.

They are advising that the RESPECT project which we discussed at our last meeting will have a starting date of 4<sup>th</sup> Feb.

£190,000 of extra funding has been provided for Lincolnshire Cancer Services. This additional money will enable the MacMillan team to build on the success of the MacMillan Living with Cancer Programme, and continue to work for a further two years, MacMillan intends to fully integrate the programme with Neighbourhood Teams, and ensure that communications between people with cancer and all the services available is better. The money will also help to provide better access to information, advice and support, as well as identifying any gaps in the Service. The intention is to ensure equity of experience across the county which meets local needs. Anyone wishing to support MacMillan in Lincolnshire can contact Jamie Davenport on 07595091384 or email [jdavenport@macmillan.org.uk](mailto:jdavenport@macmillan.org.uk).

A Friendship Group has been organised by Age UK in Skegness. Details are available on 01507-524242. Meetings are first Thursday of every month at 10.00am to 12 noon.

If we are to believe the recent press release by NHS England, Primary Care should be able to offer better services after extra funds being made available. No figure has been released but this extra funding for Primary Care is long overdue and it has taken the NHS a long time to realise that Primary Care should not play second fiddle to Secondary Care. Where the extra staff are to come from will no doubt be problematical . It is worth noting that the first batch of Nursing Associates have qualified at Lincoln University this week. How big an impact this will have on Primary Care is debateable as my view is that they have been trained to help in Hospital situations. At least it is a step in the right direction.

### Practice Manager's Report

Ian stated that there had been a "leak" that the CCG was about to formulate a plan to increase workloads of Practices by 10% without any additional increase in funding. If true, this will be strongly resisted.

PH said he would raise this issue at the next Patient Council Meeting on 27<sup>th</sup> Feb. He also would be raising the possibility of expanding the EMAS scheme of positioning para medics at Practices.

Ian advised that yet another receptionist had become pregnant and cover would be needed shortly. Amanda Burton, one of our Nurse Practitioners is leaving to take up a post in Midwifery at Lincoln Hospital. Amanda was offered the post despite there being 150 applications, so much credit is due to her. The Practice has already received two local applications to replace Amanda and the post will be filled as quickly as possible.

The Practice has been successful in being able to take Olivia Whitfield, our Clinical Pharmacist on to permanent staff with effect 1<sup>st</sup> April. Previously , this was an agency appointment.

DNA's are through the roof again at 470 since 1<sup>st</sup> Nov. 46 patients were recorded as repeat offenders (6 or more times). The over 60's were yet again the chief offenders.

PH said he was puzzled by these figures, as advance appointments were hard to come by, and as most were "on the day" it must mean that patients were booking on the day and still failing to turn up.

Ian responded that the Practice was considering further use of texts, email and facebook (used on a non reply system), as letters were costly and untimely.

The Practice now had 7,637 patients (a decrease of 60 patients), of which 3,323 received regular medications. This is broken down to under 65's 5,299, 65-74 1,318, and over 75's 1,020.

3 Complaints received, two resolved and 1 with MDU.

Also received, were 3 written compliments from Patients. These have been put on file ready for the next CQC inspection.

Ian put forward a suggestion that the Practice would welcome a “tour of inspection” by members of the PPG for them to pick up on any safety issues and also suggestions for improvements to benefit patient use of the Surgery. He would also be interested in comments by patients being picked up by a “mystery shopper”.

Members Feedback ; None

Any Other Business ; None

**DATE OF NEXT MEETING FRIDAY 29<sup>TH</sup> MARCH AT 1.30 PM FOLLOWED BY  
AGM.**