

Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm 29th June 2018

Members ; Peter Hawkyard (Chair), Alan Reeves (Vice Chair) Pat Hawkyard (Secretary) Pam Maplethorpe, Shirley O'Connor.(new member)

Practice ; Ian Atkinson (Practice Manager)

Apologies ; Pat Mowbray.

New Member ; Pam introduced Shirley who was welcomed by all present.

Minutes of Previous Meeting ; Approved

Matters Arising.

Ian reported that Outside Cleaning Contractors had been appointed and will start next Monday, The remaining two cleaners have declined offers to transfer to the new contractors. The contractors already clean 3 other surgeries in the area and have passed all recent CQC inspections with flying colours.

The new contract with PSUK for the supply of drugs to the practice is working well.

The CCG complaint is still unresolved due to a lack of response from the CCG.

Chairman's Report

Nothing to report this month as the one meeting due this month was cancelled.

Practice Manager's Report

Ian presented the summer newsletter which is now in free circulation. It advises patients how to cope throughout the summer. The revised operating hours are also listed as Monday to Friday 8.00am to 6.30pm, with extended hours 6.30pm to 7.00pm (by appointment only). The practice has been fortunate to have 11 members of staff volunteer to operate to extended period. The dispensary hours will be Monday to Thursday 9.00am to 6.00pm and Friday 9.00am to 5.30pm.

The care navigation training is still ongoing, and patients may find that the receptionists start asking more questions, as this will now become part of their job. Patients are asked to co-operate as these measures are being introduced to help patients receive the appropriate care.

The practice would also request that more patients fill in the “friends and family” leaflet which is a simple tick test and helps the surgery achieve better results from the comments.

3 Complaints under investigation plus 1 with NHS and 1 with Medical Union.

There were 161 DNA’s which is a further reduction on the previous month. Perhaps if more patients signed up to the GDPR system using their mobile telephone number, this figure could be even further reduced.

Only one member of staff (HCA) on long term sick. Possibility of a return September time.

Ongoing search for a GP also a Advanced Nurse Practitioner.

There is to be a pilot Paramedic Scheme to be trailed in the area which will operate from GP surgeries and should help in reducing pressures currently being experienced. There is a possibility they may be used to visit care homes in the area. Details are yet to be firmed up.

Flu Clinics are being arranged for AM only on 3rd/24th/31st Oct.

The Practice is currently in discussions with Marsh Medical Practice at Manby with a view to form an uncomplicated merger. It could benefit Alford considerably as they could offer addition GP sessions at Alford by allocating one of their GP’s to work at Alford on an occasional basis. Other services may also become available if the arrangement is satisfactory. It should be stressed that there will be no financial gain for either party from the NHS funding arrangements, as the merger would still be below the 15,000 patients criteria for enhanced funding.

Members Feedback ; None

Any Other Business ; Pat asked Ian if would be in order for the PPG members to send a get well card to Christine Levers, the HCA on long term sick leave. Ian agreed it would be a good idea, and was a nice thought.

DATES OF NEXT TWO MEETING 28TH SEPTEMBER , 26TH OCTOBER.

BOTH AT 1.30PM.