

Minutes of Alford Group of Doctors Patient Participation Group

Held 1,30pm Friday 30<sup>th</sup> November 2018.

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

Practice ; Ian Atkinson (Practice Manager)

Janet Thornalley was welcomed as a new member

Apologies ; Pam Maplethorpe.

Minutes of Previous Meeting ; Approved.

Matters Arising ; None.

Extended Access Service ; Please see attachment for full details

Chairman's Report;

On 28<sup>th</sup> Nov Pat & I attended a Patient Council Meeting held in Horncastle. First item was the appointment of Jean Hill (PPG Horncastle) as deputy chair for a one year period. As the Chairman did not attend (yet again) it is hoped that this new appointment will stabilise the situation.

The CCG was again criticised for failing to respond to requests for information. Spilsby still have one query outstanding and Alford have two. All are long outstanding and in Alford's case had been placed in the hands of the Chief Accountable Officer. Yet again, promises were made to follow up and resolve. I remain cynical.

Also repeated was our concern regarding appointment letters arriving with the patient after their appointment time. There has been little improvement in the situation so the CCG was requested to investigate.

The issue of Practices running out of flu vaccines was discussed. It was pointed out that appeared to be no shortages at the Chemists. Dr Stephen Baird of the CCG suggested that now Practices had formed a "federation", they use it to purchase the vaccines in bulk rather than individual Practices.

Extended hours and the revisions at Louth Hospital was discussed. All these improvements were applauded and should improve availability for patients. Credit was due to the CCG for listening to public opinion.

The CCG declared that 2,000 new GP's would be required by 2020.

A meeting is to be arranged in January for all chairs of PPG's throughout the 4 areas. Whether this will be supported is debateable and will depend where the meeting is to be held.

A presentation was given by Becky Taylor, lead nurse, Lincs West CCG regarding a new document coming into practice shortly. This document will replace the DNR document currently used. It will be called RESPECT (Recommended Summary Plan for Emergency Care and Treatment). \*See attachment copy.

Practice Manager's Report.

Ian confirmed that the Practice had one ongoing complaint which was being dealt with by the Medical Defence Union.

Friends and Family results continue to be acceptable at 80% likely to recommend.

DNA's continue to be far too high. October's figure was 150. A breakdown is to be combined at the year end to establish age group etc to see if it will throw any light on the situation.

Ian was pleased to report that two new receptionists had started and Dr Ojo has also joined the practice part time 2 days per week.

Ian explained the flu fiasco, confirming that NHS England had advised Practices in May that there would be a shortage of vaccine and to prioritise allocation. Clinics have been cancelled and the Practice is still unable to obtain further supplies. All the local Chemists had run out. Unfortunately, due to a week-end breakdown of a fridge, a further 270 vaccines had to be destroyed which has made the situation even worse.

Dr Samuel leaves this week-end and it was agreed by the members that a card be sent wishing him good luck in America.

This now leaves Dr Tant as the sole partner which has been approved by the CCG but this could trigger a visit by the CQC to check that the Practice can cope with only one partner. The Practice is well prepared for this eventuality should this happen.

The scheme for Specialist Paramedics to assist in home visits twice a week is working well and is much appreciated by the Practice Medical Staff.

It was a sad to hear of the death of one of our HCA's last month. Christine Leivers had been with the Practice 3 years and was a very popular member of staff. She will be sorely missed.

There is still a problem with prescription and discharge letters from Hospitals. Any documents undecipherable are being returned to the Hospitals.

Members Feedback ; None

Any Other Business ; In view of the fact that this was the last meeting of the year, Ian wished everyone a Happy Christmas and New Year.

**DATE OF NEXT MEETING 27<sup>TH</sup> JANUARY 2019.**