

## Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 12<sup>th</sup> October 2018.

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

Practice ; Ian Atkinson (Practice Manager)

Apologies ; Pam Maplethorpe.

Minutes of Previous Meeting ; Approved.

Matters Arising ; Ian confirmed that the Practice now had 2 Para Medics attached who were working 2 days a week on home visits.

Ian also confirmed that the Practice was no longer considering the offer made by Marsh Medical Practice to combine various procedures. It was impractical, and would not be of benefit to Alford.

### Chairman's Report

Pat & I attended a Health & Care Services Discussion held on 12<sup>th</sup> July at Horncastle.

An overview was given on the Lincolnshire Sustainable Transformation Partnership (STP). Significant changes must take place in order to address the following facts ;-

Deteriorating Quality (ULHT is in Special Measures with the CQC).

As a system we are in the lowest performance category across the country.

Urgent and Emergency Care, we are consistently failing to achieve the national standards.

Significant Staffing Challenges, we have a long term recruitment challenge with a high vacancy rate (9%). As a consequence, we have a very high use of agency/locum staff which cost the system significantly more.

Deteriorating Finances, the deficit for 2017/18 was 84m.

Many ideas are being floated – too many to list and anyone interested at looking at the proposals is welcome to contact myself or Ian for copies.

The Chief Accountable Officer (Sam Millibank) was in attendance and gave an outline of what she and her team hope to achieve in the coming months. She was certainly enthusiastic about her mission and I can only wish her success (however limited).

After the presentation we were asked to pick 3 topics for discussion. We were then allocated table numbers.

Our selected topics were ; Trauma & Orthopaedic, General Surgery, Accident & Emergency, and Oncology. It was basically a brain storming exercise but at least we were able to put our views across to the people that matter.

Whilst there, I took the opportunity to present a request received from Pam and was pleasantly surprised when the CAO came and sat beside me and assured me that she would personally deal with it and respond directly to me. It is now September and I am still awaiting her response.

Overall, it was a worthwhile meeting and it will be interesting to see if any of the ideas put forward by the public are put into practice.

We also attended a Patient Council Meeting at Horncastle on 8<sup>th</sup> August. Once again, NHS staff outnumbered the general public and the Agenda was so overloaded that only half of it was completed in the time allocated. I have requested an update on the GP recruitment programme and once again raised Pam's request emphasising that 4 weeks had elapsed without response.

A presentation was given to explain the Introduction of Referral Management System. This will replace the choose and book system, It will cover everything except Dermatology and Orthopaedics., It is a new private company based in Ealing, London (KPI) They are hopeful of being fully operational by October and have been awarded a 3yr contract.

The new system will also involve certain referrals by GP's needing a second opinion from a GP from another practice before being activated. Inevitably, this will further delay treatment in an already overstretched system and could lead to GP conflict.

At the Area PPG meeting held on 25<sup>th</sup> Sep, there were two topics discussed that are causing concern. The first topic was regarding Cervical Cytology (smear tests), These test are supposed to have a result turn around time of 2 weeks. This period is now standing at 12 weeks. This has been caused by the closure of laboratories from 50 down to 13. This has resulted in this Area tests being sent to Derby. Things are slowly improving but far from satisfactory.

The second topic concerned Louth Hospital. Concern was expressed that the number of beds have been reduced from 56 to 16 as a result of refurbishment of a ward after failing a safety test. Local meetings are being held to inform the public of the CCG's intentions for Louth Hospital. Pat & I arranged to attend one of the meetings at Louth Hospital on 2<sup>nd</sup> Oct

#### Reconfiguration Review Louth Hospital.

As previously stated, Pat & I attended the public meeting at Louth Hospital on 2<sup>nd</sup> Oct and we were pleasantly surprised that there was a good turn out. Several senior managers of the NHS attended and were headed up by Sam Millibank the Chief Accountable Officer, who introduced the team and encouraged everyone to have their say. Dr Neil Potts, a Louth GP gave a brief outline of the proposed plans for Louth Hospital and we were then invited to have our say with a NHS representative on each table. 30 minutes was allocated to each of two proposals. Of the two options, Option one was the least popular but when I suggested having a vote to show the strength of feeling it was unsurprisingly turned down. However, we did not feel that the meeting was a waste of time and that the CCG had not listened to the public. Time will tell whether the whole thing was a PR exercise. We can only remain hopeful. If any patient wishes to have their say but is unable to attend the very last meeting being held at "the Dunes", Mablethorpe, Tuesday 16<sup>th</sup> Oct from 6pm to 8.30pm, there is a survey which can be obtained on <https://www.surveymonkey.com/r/Louthwards>.

Anyone wishing to attend the meeting will need tickets which are available by booking on-

<https://www.eventbrite-com/e/inpatient-services-at-county-hospital-louth-tickets-50414124002>.

Healthwatch have also arranged a public meeting about the changes at Louth Hospital. This will be held at Louth Library on Monday 5<sup>th</sup> November at 2pm.

#### Practice Manager Report

Ian was delighted to report that the new lady GP Dr Grace Hurley, had settled in well, and was proving popular with the patients. Happily, Ian was in a position to report that they were in negotiations with another male GP who was hopeful of joining the Practice in November. Also recently joined the Practice was Olivia Whitfield, a Clinical Pharmacist (prescriber) who would be assisting the GP's in resolving prescription issues and will be a great asset to the Practice.

Dr Samuel will leave the Practice sometime in November and we all wish him well for his new life in USA.

There are vacancies for a 16hr Dispensary Assistant and a receptionist to cover maternity leave.

A reminder that Flu Clinics at the Alford Corn Exchange are as follows ;

24<sup>th</sup> October 9am to 1pm – over 75's ONLY

31<sup>ST</sup> October 9am to 1pm 18 – 64yrs ONLY (DOB 31.3.01 to 31.3.54 IN THE AT RISK CATERGORIES).

7<sup>th</sup> Nov 9am to 1pm – 65 – 74 ONLY.

Anyone unable to attend these clinics please contact the Surgery after the 12<sup>th</sup> November.

Retinopathy Screening will take place Wednesday 7<sup>th</sup> Nov & Tuesday 27<sup>th</sup> Nov.

A reminder that "Stoptober" (Smoking Cessation Quit) date is Oct 18<sup>th</sup>.

The Practice has one complaint ongoing, the other two have been concluded.

The results for the friend and family test June /July/August Extremely Likely – 20, Likely – 13,Neither Likely or Unlikely – 2. Extremely Unlikely 2.

DNA's – the total for June/July/August/September is 560 which is absolutely disgusting. Figures recently compiled by Mori Poll state that the total DNA's in England are costing ONE BILLION POUNDS EACH YEAR

There is still nothing happening regarding 24hr ECG, BP and Ear Syringing, but Alford are doing Spirometry.

Regrettably, the Practice is no longer able to take on new patients outside its boundaries, and any patients moving for say Manby / Mablethorpe/Sutton Areas will have to leave the Practice.

Prescription requests from Hospitals are often unreadable, and consume lots of time trying to resolve. In future, agreement has been reached that these offending prescriptions will be returned to the sender for clarification.

Members Feedback; - None

Any Other Business ; - None

**DATE OF NEXT MEETING 30<sup>TH</sup> NOVEMBER. NO MEETING IN DECEMBER**

