

Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 28th April 2017.

Members ; Peter Hawkyard (Chair) Alan Reeves (Vice Chair), Pat Hawkyard (Secretary), Bob Baker, Pat Mowbray.

Practice ; Ian Atkinson (Practice Manager)

Apologies : Hazel Blogg, Pam Mablethorpe

Minutes of Previous Meeting ; Were agreed as a true and correct record.

Matters Arising : - None.

Chairman's Report

Peter advised that he had not attended any CCG meetings recently and had no feed back, but will be attending a couple of meetings before our next meeting. Ian was thanked for his contribution to the local magazine, which, should leave many patients better informed regarding the workings of the Practice. It was hoped to continue these contributions as it was an excellent method of communication and reached a larger number of patients.

Practice Manager Report

Other than a vacancy for a GP, the Practice was up to full strength on staffing.

As everyone is aware, certain medications are no longer available on prescription and the Practice was grateful for patients co-operation.

Louth County Hospital will no longer be used for acute patients but used for rehabilitation.

Acute cases will now be handled by Grimsby or Scunthorpe. Louth is now classed as an Urgent Care Centre and IS NOT under threat of closure.

The triage system is working well at the Practice but at times becoming overwhelmed, due to patients not understanding that only recent issues occurring in the last 24hrs qualify for triage. The Practice will monitor how the system progresses and will review if necessary.

A private company (Interface) led by a former GP has designed an IT package which saves on administrative time, and comes with a guarantee to save its own cost, plus generate extra funds for the Practice will be installed as soon as practicable. A further new system from Ardens consisting of a template for Consultative appointments is also being sought. The cost is 25p per patient and funding is awaited from the CCG (who are in favour).

The new telephone system has been agreed and should be operational from 1st August.

Funding is also awaited for the alterations to the Dispensing Area.

DNA'S (Did not attend)

From April 16th to March 2017 there were 2,329 missed appointments. Broken down into age groups as follows ;-

0- 19yrs –	372
20-39yrs -	530
40 – 59yrs-	658
60-79yrs-	599
80 + yrs -	170

These figure are appalling and huge source of embarrassment for the Practice. Worthy of note is the highest offending group is the 40 – 59yrs group.

Complaints.

From 16th April 2016 to March 2017 there were 12 complaints. 10 were resolved and 2 are still ongoing.

Regrettably, the Practice has had to remove 1 patient from the list due to violent and aggressive behaviour.

Federation.

The Practice has “signed up” to join a federation of East Coast Practices. This is not a step towards amalgamation, but will strengthen the degree of influence that the members of the Federation will gain. No longer will the CCG be able to negotiate with individual Practices, but will have to deal through the federation of Practices. It is hoped that this will lead to a fairer and more open system.

Section 106 Agreement.

NHS England have advised the Practice that 101 homes are to be built resulting in around 250 extra patients to deal with. Money is to be made available to the practice, but can only be used for alterations or development of the Practice which could prove difficult with a listed building. Hopefully the funding would at least cover the cost of installing a lift.

Members Feedback.

Bob advised that he had received a reply to a letter he had sent to Victoria Atkins MP. She has noted the contents and forwarded to the Health Secretary Jeremy Hunt MP.

Any Other Business

IN Partnership with County Linx Radio , ELDC have arranged for free IT Sessions of 2 hrs duration throughout the area. Alford sessions are to be held 9th May at the Market place 9am to 11am, 11am to 1.00pm and 2.00pm to 4.00pm. Anyone wishing to attend contact 01507-601111 to book.

Date of next 5 Meetings – Friday 26th May, Friday 30th June, Friday 28th July, No Meeting in August, Friday 29th September.

Meeting Closed 2.30pm.