

# Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 26<sup>th</sup> January 2018

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

Practice ; Ian Atkinson (Practice Manager)

Apologies ; Pam Maplethorpe

Resignation : Alan advised the group that Hazel Blogg had contacted him and wished to resign due to poor health.

Minutes of Previous Meeting : Approved

Matters Arising ; None.

## Chairman's Report

Pat & I attended a Patient Council Meeting at Woodhall Spa on 29<sup>th</sup> Nov. The forward view for General Practice was submitted, and included plans for extended hours opening providing 1.5 additional hours per day. Also included are plans to provide access to pre-bookable and same day appointments on both Saturdays and Sundays to population needs, provided on a hub basis, with practices working to scale. Also planned to be provided would be a minimum additional 30 minutes consultation capacity per 1,000 population rising to 45mins per 1,000 population. When these services are made available, they are to be advertised, so that it is clear to patients, how they can access these appointments and associated services. Patients should be offered a choice of evening or weekend appointments on an equal footing to core hours appointments. The aim is for 100% population coverage by the end of 2018/19.

Also discussed was a proposed merger of all the area PPG meetings rather than the present set up of East Coast/Boston each having separate meetings. There was not much enthusiasm for this proposal, but I suspect it will be pushed through by the CCG on the basis of reduced costs and freeing up time for Practice Managers as part of the proposal is to have only 1 Practice Manager present at these meetings.

The Area PPG meeting was held at Skegness on 12<sup>th</sup> Dec. A presentation was given by Sue Jarvis regarding the Better Births campaign, She was quite optimistic that the new system would work well when it has settled down and patients become used to the changes. There were discussions on the proposed approach to Locality PPG structure involving the wider area of the CCG, which has not been greeted with much enthusiasm by the East Coast PPG due to the feeling that our locality needs would be lost if we had to merge with the larger area.

A meeting organised by NHS Lincolnshire Partnership and held in Skegness 14<sup>th</sup> Dec was attended by Pat & I. Unfortunately, the NHS employees outnumbered the number of attendee representatives of patients. A presentation was given on mental health and dementia services for older adults. A fairly bleak picture was painted, but this was not due to a lack of effort by NHS staff. They offered to come and give a presentation at Alford (which has a good system in place) if the group so wished. The group agreed it would be good to hear first hand, and Peter said he would contact them, and try and arrange for a member of the team to come to the March Meeting.

Two members of the CCG team visited the Practice on Tuesday 23<sup>rd</sup> Jan. They interviewed patients from 9am to 12 noon and will report their findings to the Practice in due course. As no other practices had been visited yet, Peter hoped that this visit was a result of a question he raised at the last Patient Council Meeting, namely "what is the CCG doing for us?". Perhaps at long last, the CCG is waking up to the fact that Primary Care is just as important as Secondary Care. We can only hope that this is the case.

#### Practice Manager's Report.

Ian advised that he has produced a newsletter for Feb/March advising patients that they will be encouraged by staff to fill in Friends and Family Test sheets. These will then be submitted to NHS England. Reminders on repeat prescriptions, test results and DNA's will also appear in the newsletter.

The Practice has received a letter from the CCG asking why only 62% of the available slots on extended hours had been taken up. Subsequently this figure was revised to 82%.

The Practice is appealing the decision not to allow a list closure on the basis of improper meeting procedures.

2 Complaints have been received and are currently unresolved.

Further decoration is to take place and the Fire Alarm system is being brought up to date.

The Practice was unsuccessful in an attempt to recruit a lady Doctor. An international Doctor is being processed, and a local GP has shown an interest in joining the Practice. The Practice is also advertising for an Assistant Practice Manager.

DNA's were 103 GP's 60 Nurse Practitioners, Nurses 106 and HCA's 170. These figures show a slight improvement but are an embarrassment to the Practice.

The over 75's programme will come to an end at the end of June. The system worked well at Alford with two dedicated Nurse Practitioners running the system. The decision by the CCG to put this service out to tender beggars belief when it was working so well. No doubt it will finish up with the Neighbourhood Team who are already struggling to fulfil their duties.

The fact that Nurse Practitioners are not allowed to organise ultra sounds yet can arrange X rays is also questionable

Further problems are being caused in the prescribing of antibiotics. Our GP's and NP's are sticking to the guidelines issued by NHS England on issue but many patients are now bypassing the system by going straight to A&E where they are handed out without question. This is making a mockery of NHS rules to try and cut down on our dependence of antibiotics.

Peter asked Ian and the Group if they wished him to raise these last three items at the forthcoming Patient Council. All agreed it should be highlighted.

Members Feedback – None.

Any Other Business –None.

**DATES OF NEXT TWO MEETINGS.(NO MEETING IN FEBRUARY).**

**FRIDAY 23<sup>RD</sup> MARCH. FRIDAY 27<sup>TH</sup> APRIL. AT 1.30PM**

