

Minutes of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 3rd November 2017 .

Members ; Peter Hawkyard (Chair), Alan Reeves (Vice Chair), Pat Hawkyard (Secretary), Pam Maplethorpe.

Practice ; Ian Atkinson (Practice Manager)

Apologies ; Pat Mowbray

Minutes of Previous Meeting ; Approved.

Matters Arising ; None.

Chairman's Report

rt.

Only one meeting attended since our last PPG meeting. This was the Patient Council Meeting held in Woodhall Spa on 5th Oct. As advised, we raised the possibility of obtaining for the Practice, the new piece of kit which when used with an "app", could accurately diagnose heart and stroke problems. The CCG admitted that the kit was being "trailed" but only allocated for use by certain Doctors. It was not being allocated for general use yet and there were certainly none "lying around" as rumoured.

The hearing aid battery supply was slowly being resolved. Specsavers are contacting everyone in their particular Area and actually posting batteries out to patients. Only patients with acute hearing problems would be looked after by the Grimsby Audiology Department. General maintenance and checkups would be done by Specsavers.

As a user myself, I can confirm that Specsavers Louth have contacted me, and posted out a supply of 3 months batteries, after confirming all my details.

Peter asked if the Practice would consider applying to become a registered ENT operator doing the latest treatment of ear syringing using suction rather than "washing", thereby qualifying for addition payments from NHS England.

Ian said he would investigate and put it to the Partners for consideration if it looked feasible.

Peter also stated that he had been approached and asked to raise the possibility of next year's flu jabs been carried out on a couple of Saturday mornings. This query was based on the fact that valuable "patient time" was being used up on a week day when the demand for slots was increasing, and the flu take up was decreasing, many patients switching to using the local Chemists as they could turn up at a time convenient to them.

Ian confirmed that the Practice had completed 1500 flu jabs to date and agreed to look at the possibility of Saturday sessions. Currently, the take up of flu jabs was 75% of the possible total, which is in line with current trends.

Practice Manager's Report.

Ian stated that the walk in clinics were working well and were only experiencing odd cases of abuse of the system. DNA'S were still a problem with May to October stats showing GP's 297, Nurse Practitioners 333, Nurses 214, HCA's 1600. These figures are highly unsatisfactory and show an alarming lack of respect for a system already struggling to meet demand. 2 Complaints received this month and both resolved satisfactorily. One case still outstanding and under investigation.

The Practice is still advertising for addition GP's and in the meantime has expressed an interest in recruiting from overseas. Dr Woollard continues to work as a locum for the Practice.

The new telephone system has failed on one occasion due to overload, but after fitting a more robust router the system is working well.

The application to close our Patient list was still being held up by the CCG, but it had resulted in a one to one meeting with the CCG and they were made aware that with the new developments taking place in Alford, the situation would become serious. Hopefully, now we have stated our case, the CCG will take our position more seriously and assist in a resolution.

DATE OF NEXT TWO MEETINGS – FRIDAY 24TH NOVEMBER, FRIDAY 26TH JANUARY 2018. ALL AT 1.30PM. NO MEETING IN DECEMBER