

Committee Meeting of Alford Group of Doctors Patient Participation Group

Friday 24th April 2015 at 1.30pm in Merton Lodge

Attended:

PPG: Alan Gurbutt – Chair (AG), Hazel Bogg (HB) Sarah Harley (SH), Pat Mowbray (PatM), Len Reeder (LR)

Practice: Ian Atkinson (IA)

Apologies: Pam Maplethorpe (PamM)

1. **Welcome and Introductions:** by AG.

2. **Minutes of the last Meeting:** For 27th March were approved.

3. **Matters Arising from Last Meeting**

3.1. **Abusive patients:** IA said that abusive patients were now being sent a letter stating that if it happened again they would be given a final warning. On any third occasion the patient would be removed from the practice list within 7 days. Patients do not have to be taken back on the practice list in such cases. If threats of physical aggression the police are called immediately and the patient is removed from the premises. AG suggested a PCSO be asked to attend a future PPG meeting to give advice. **Action:** AG

3.2. **CPR Training:** SH suggested a public event to combine PPG awareness with a CPR Training session.

3.3. **Student Placements:** **Action:** *Bring forward*

3.4. **GP Meeting with CAMHS:** Still no response. IA reported that this is being picked up as a priority and IA will report back when he knows more. AG added that the Eastern CCG is lobbying the government for additional funding.

3.5. **Advanced Practitioner Appts not available on-line:** **Action:** *Bring forward*

3.6. **AGM Date:** IA suggested the last Friday in May – in the Memorial Hall, if available.

Action: *IA to check availability of hall with Val.*

3.7. **Pre CQC visit Advice:** IA will give presentation at the AGM. **Action:** *IA*

3.8. **Triage Clinic, Mon & Fri 9-11:** AG has posted triage clinic details on PPG website and on Twitter. IA said that average numbers were up at these clinics and this is easing GP clinics.

3.9. **Use of School Sports Hall Facilities Out of Hours:** **Action:** *Bring forward > May Election*

3.10. **Member of Staff to Meetings:** Val Owen scheduled to attend today but poorly- will attend next mtg.

4. **News from the Practice (IA):**

4.1. **QOF (Quality & Outcome Framework):** IA to ask Rachel, Manager to attend a future mtg to explain. Involves targets for Asthma. Paliative Care, Cholesterol, etc. **Action:** *IA*

4.2. **Complaints:** IA has done some work for the CQC visit and will email this out to group. Covers last 12 month period. A complaint is defined as something that takes more than a day to resolve.

4.3. **Significant Events:** e.g. incorrect drugs dispensed and how this was dealt with. Monthly meetings are held within the practice to discuss these and to consider improvements.

4.4. **Weekly Question Survey:** Starting 5th May – 1 question per week to patients e.g. 'Were you put at ease during your consultation this week?'

4.5. **For CQC:** IA is in the process of writing 1000 words on each of six population groups e.g. Older people, People with Long term Conditions, Families, Children and young people, Working age people, people whose circumstances make them vulnerable and people experiencing poor mental health.

4.6. **Mr Men Info Sheet:** IA showed a draft of an info sheet to show patients where to go for different sorts of health problems. Aimed at children and patients with learning disabilities.

4.7. **CQC Visit:** still no news on dates.

4.8. **Front Desk:** New design still undecided.

5. **Members Feedback:**

5.1. **Excellent Care at Louth Hosp:** Pat M reported excellent care at Louth Hospital during her recent hip replacement op. Noted that Community Nurses are now working back at the Memorial Hall

***Action:** Pat M to write a short bit for the PPG website*

5.2. **Appointment Waiting Times:** SH asked what current waits were for routine appointments – anecdotally recently reporting waits of 2 weeks. IA explained that current extended waits were due to one of the doctors being on leave. Also Practice Nurse off ‘til mid-June: one of the GPs and a nurse were therefore having to cover Triage and INR. Would continue for next 4 to 5 weeks.

5.3. **ABCD Lincs Conference:** AG had recently attended a 2 day event at Boston College concerning equality which was very productive. Speaker was Cormack Russell. Main themes were ‘Building on natural assets and established projects in the town’, i.e. supporting rather than directing and empowering local people, networks rather than pyramids. The idea was support to tackle the problem of reduced funding for the care of people in the community. Need to know what is already being done e.g. neighbours helping neighbours. AG to check if someone from the conference might be willing to come to one of our PPG mtgs. ***Action:** AG*

5.4. LR raised some personal concerns with AG and IA regarding communications which were discussed.

6. **Any Other Business:**

6.1. **Future of Group:** AG had asked members for feedback on the running of the group. Members did feel that their views were valued and respected. AG suggested perhaps the Chair of the group could be rotated; he prefers to step down after 2 years. Members felt that AG had been doing a very good job in this role and thanked him for his efforts. AG felt that the outside meetings he attends do not seem to achieve anything. After discussion it was generally felt that it would be better to concentrate on more local issues. SH felt that perhaps a couple more members were needed to attend meetings as some current members are not always able to attend. IA agreed to canvass the ‘virtual group’. It was agreed to focus on a PPG Awareness session, possibly at the Corn Exchange as this is good for access. Aim for week of 1st to 6th June (National PPG Awareness week) and combine this with a CPR session, if possible.

***Action:** AG to contact Steve Hyde re: CPR and availability of Corn Exchange*

HB to check availability of Memorial Hall

LR to check availability of Manor House marquee

Pat M to check availability of Church Hall

6.2. **Tenders/LADMS:** IA recently attended a talk by Dr Neil Parkes, LADMS (Lincs & District Medical Services). From next April some services will require tendering. If practices work in ‘federations’ of practices for this purpose LADMS can then bid for services.

6.3. **‘Ward Rounds’ in Local Nursing Homes/Care Homes:** This nursing service, provided by Lincs Community Health Services, to begin from 1st June.

7. **Date and time of next meeting:** 1.30pm Friday 29th May, 2015 at Merton Lodge. (Apologies from SH)