

Committee Meeting of Alford Group of Doctors Patient Participation Group

Friday 29th May 2015 at 1.30pm in Merton Lodge

Attended:

PPG: Hazel Bogg (HB), Graham Marsh (GM), Pat Mowbray (PatM), Pam Maplethorpe (PamM), Len Reeder (LR)

Practice: Ian Atkinson (IA)

Apologies: Sarah Harley (SH)

1. Welcome and Introductions: by IA.

2. Val Owen: Val gave a talk on the Unplanned Admissions Scheme (Copy of talk attached).

3. Minutes of the last Meeting: For 24th April were approved.

4. Matters Arising from Last Meeting:

- 4.1. 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. It was suggested at a previous meeting that a PCSO be asked to attend a future PPG meeting to give advice, however, the committee felt that this wasn't necessary.
- 4.2. Apologies:** GM said that his name wasn't mentioned in apologies for the last meeting. He said that he had given Alan his apologies for the meeting
- 4.3. Terms of Reference:** The term 'AGM' would be removed from these as we didn't have to have an AGM. It would state we were a focus group.

5. News from the Practice (IA):

- 5.1. IA gave an update on the Triage Clinics which were being held on Mondays and Fridays. IA said how this seemed to be working well.
- 5.2. IA stated 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 until 1st of June with illness - a GP and a nurse were having to cover the Triage and INR clinics.
- 5.3. IA said that the Practice were in the process of recruiting for a Salaried GP and a ACP to expand the team.
- 5.4. IA said at the next meeting another member of staff would give a talk.

6. Members' Feedback:

LR gave an update on his problems with the Healthcare Transport System. He will keep the committee updated.
IA gave some figures on DNAs. For the months of April and May 2015 there had been 336 DNAs. IA said the group who were the biggest offenders were the 51-60 year olds. IA said that hopefully DNAs would start improving as the CCG had been doing some work with the media on these.

7. PPG Awareness Event:

IA raised the issue of the PPG Awareness Day. Some members had been tasked to find venues and costs from the previous meeting. IA said he would ask the GPs and come back to LR when they had given him a decision. It was decided that the event should last for a couple of hours from 4pm to 6pm. Venues that had been mentioned were the Manor House, The War Memorial Hall and the church hall. It was also suggested that various organisations be contacted to see if they would like to attend the event. IA said he would contact them. It was suggested that the event would be held on either the 17th or the 24th of September 2015. The venue would also be asked about refreshments.

8. **Election of Chair:**

IA asked for nominations for the post of Chair now Alan had resigned. There were no nominations. IA said he would be happy to chair the meeting until further notice.

9. **Date and Time of Next meeting:**

1.30pm Friday 26th June, 2015 at Merton Lodge.

10. **Any Other Business:**

10.1. CQC Visit: Still no news on dates.

10.2. IA asked GM if he had any news on whether the new MP Victoria Atkins could visit the Practice. He said he would contact her to see if this was possible.

10.3. PamM asked if the meetings could revert back to finishing at 3pm instead of 3.30pm. Everyone agreed.

10.4. LR said that if any posters were required for the PPG Awareness Day then he would be happy to do these.

10.5. IA was asked if he would contact Alan in relation to issues that were occurring on the PPG website and the Twitter.