

**Committee Meeting of Alford Group of Doctors Patient Participation Group  
1.30 pm Friday 10th July 2015 at Merton Lodge**

**Attended:** Ian Atkinson (Chair), Hazel Bogg, Sarah Harley, Pam Maplethorpe, Graham Marsh, Len Reeder, Alan Reeves,

**Apologies:** Pat Mowbray

1) **Welcome:** by Ian

2) **Matters Arising** (from 29th May):

(4.3) Ian has now replaced 'AGM' by 'Focus Group' in the Terms of Reference.

(5.1) Ian: Triage Clinic' is still working well; GPs considering whether to extend.

(5.3) Ian: Recruitment for GP and ACP - one tentative GP enquiry, nil since. One Nurse Practitioner application and applicant is coming in to talk to GPs next week.

(6.0) IAN: DNAs Jan to June were 1245. Mostly in the 45 to 50 and 51 to 60 age groups.

(10.2) Graham: Local MP has agreed to attend and is keen. Date to be agreed and may need to be a Friday. **Action: Graham**

(10.5) Ian: has tried to contact Alan G via email but no response. Will try again. **Action: Ian**

3) **News from the Practice** (IA):

**Staffing** - Practice Nurse recently left to go to Marisco. Val Owen is leaving 6th Aug.; Ann Duncan will be picking up her work initially and there will be a meeting to discuss the future.

**Ads. For GPs:** Local initiative with the British Medical Journal. Also a GP recruitment incentive of £20k, and the practice has been approved for this; terms and conditions apply to any new GP appointment under this scheme.

**CQC:** still nothing re: expected visit. Ian has received useful advice from another practice.

**Maintenance Contract:** Now with a new man. GPs have agreed to the clearance of shrubs, ivy and trees in an area to provide storage for bins.

**Interior changes:** GPs now agree the way forward for the downstairs Reception/waiting room; a Perspex screen between reception and waiting area; automatic doors. The counter goes and pharmacy area to have hatch with Reception relocated to the corner. Upstairs to have TVs linked to the computer system.

**LCHS Ward Rounds in Nursing Homes commenced:** previously done by practice doctors for our area. Practice not happy as visits are variable (weekly, fortnightly or monthly) and have raised concerns with the CCG.

**Weekly Question to Patients:** Different question per week and patients invited to complete on exit. Generally very positive (81% to 92%) over last 9 weeks.

4) **Members' Feedback:**

**Len:** Reported his experiences with transport where he was requested to travel by public transport; first available gets into Pilgrim at 10.30am but appointments were changed by

hospital to earlier times. Then advised transport would be provided both ways. Recent transport arrived 2hrs late. In another case a second class letter had been sent out on 16th to cancel an appointment on same day. Len had also had problems with making appt for scan. Graham advised Len to write to Dr James Howarth at the CCG as CCG may be responsible for the contract with the private provider.

**Pat:** A patient needed to make an appointment for a repeat steroid injection due in August but was told she couldn't book an appointment until 1st Aug. Ian advised that the patient contact him so, that he can follow up.

**Graham:** a member of staff still refuses to deal with him. Ian will follow up. **Action: Ian**

#### 5) PPG Awareness Session 4 to 6pm, 17th Sept in the Manor House Marquee:

Len reported that PALs are happy to attend and that they have extended the invite to Pilgrim. Graham suggested the District Council be invited to have a stall. Graham will ask Age UK Lindsey to attend.

Ian has mailed various organisations and will liaise with Graham.

PPG will provide tea/coffee and biscuits. Pat/Pam will serve.

A doctor will attend, if possible. Advertising to be via posters and handbills. Graham advised contact for advertising to Ian. Ian to contact Radio Lincs.

Ian to contact Steve Hyde from Lives to request their attendance.

PPG members to confirm by mid-August if they are able to attend; Ian will email on this.

**Action: Ian/Graham**

#### 6) AOB:

**Ian:** requested a volunteer 'mystery shopper' - Pat volunteered. **Ian/Pat to liaise over date.**

**Ian:** reported that a link to the Martin Jago app. 'My Health Lincolnshire' was now on the PPG website.

**Ian:** reported 6 complaints for Jan to June period - 2 about appointments, 1 about treatment, 2 about staff, 1 about phone system. The one about treatment is ongoing but Ian has sorted the others. All complaints are now discussed with the doctors, documented and actioned.

**Ian:** reported that 3 abusive patients have been sent warning letters.

**Sarah:** asked current waiting time for non-urgent appt. Ian said doctors were all back now so their appt times were OK but that nursing waiting times were higher due to reduced staff; this is under review.

**Pam:** There are lots of ads. about 'Care in the Community' but concerns that the funding is not there. Graham said that the necessary funding will come from realignment of existing funding 'pots'.

**Len:** asked if there language difficulties were being experienced in the Practice with the influx of new residents. Ian reported no probs to date. There were a small number of Eastern Europeans, etc. on the Practice list but these tended to bring a friend or relative to translate, if needed; there was also the option of using Language Line, although this is rarely needed.

#### 7. Next Meeting: 1.30pm, Friday, 21st August.