

**Committee Meeting of Alford Group of Doctors Patient Participation Group
1.30 pm Friday 23rd October 2015 at Merton Lodge**

Attended: Hazel Bogg, Sarah Harley, Pat Mowbray, Len Reeder, Alan Reeves,

Practice: Ian Atkinson (Chair)

Apologies: Graham Marsh, Pam Maplethorpe,

- 1) **Welcome:** by Ian
- 2) **Minutes of the last Meeting** (21st Aug): Agreed correct.
- 3) **Matters Arising:**

Attendance of local MP - **Action: b/f Graham**

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

DNAs: Audit in progress – info will be available for next meeting or circulated before.
DNAs for Aug/Sept: 144. For GP appointments were across all ages. Two patients have been removed due to more than 3 DNAs in a row – one had missed 8 of 9 and a second 9 of 10 appts. Removed patients can rejoin after 3 months but the Practice can apply to NHS England for permanent removal due to ‘a breakdown of relationship with the GP’.

CQC: Still awaiting date for visit.

Interior changes: Two companies have given quotes for changes to treatment rooms which were came out at £10k. Pete Bourne has quoted at 25% of this. Pete will start on Monday with Dr Tant’s room and then work through the other rooms. Pete has made a dispensary back door in preparation for the removal of reception desk and hatch.

External: Clearing of gardens and fence put round clinical bins. The wall at the front to be demolished and possibly two extra parking spaces created.

Complaints: x 3 concerning clinical staff treatment are with NHS England

Staffing:

Dr Limage (previously with Mablethorpe) working 2 days per week. Working well and hours may increase if Dr Woollard decreases.

New Nurse Practitioner starting 30/12/15 and will do triage with Sarah releasing a GP.

Still looking for an additional GP.

Triage Clinics: These may be increased to cover more days. Alan said they were working very well. 30 to 40 patients are seen per session.

WiFi: being installed. Considering making it also available to patients.

Current Waiting Times: Next week for both GPs and nurses. Pat gave positive feedback saying receptionist had been very helpful when she was trying to make an appointment for her elderly mother.

Premises: Looking at options to extend current premises with 400+ new houses being built.. Sarah questioned lack of car parking if more patients were taken on with new build. Ian said that an S106 regulation allowed for funds from developers for surgeries, schools, etc. but this only applied if developers were building more than 100 houses; they tended to apply for permission in blocks of 20 only when S106 didn’t apply. Agreed this was very unsatisfactory.

5) **Members' Feedback:**

Len: Knew of an elderly lady who had suffered a stroke being discharged from Pilgrim; cannulas found to be still in situ when ambulance brought her home so she was taken back to Pilgrim. Finally sent back home at 1:00 am!

Alan: Raised concern about management of the PPG website - not being updated and showing out of date roles within the Group. Ian explained that although he can chair mtgs he cannot take the role of chairperson as he is not a member of the practice. Len agreed to see what he could do and will report next mtg.. **Action: Len**

Sarah: Asked about on-line access for her to her Summary Care Record so she could test it out – requested x 2 but not yet materialized. Ian will sort. **Action: Ian**
Ian added that NHS England had emailed asking if the practice was willing to give access to whole records. This was to be discussed next Mon/Tue for reply by Fri.

Action: Ian to report next mtg

- 6) **Staff Member:** Zoë Doğan, Healthcare Assistant attended to give members a short talk about her work. Zoë is trained to assist in the care and treatment of Diabetes, Kidney Disease and INR. She assists with yearly clinics, carries out diabetic assessments, BP, bloods, identifies any problems and refers to a GP or Nurse where needed. Her work is really about screening for problems. Regarding INRs she does visits for finger prick testing and then the Dr/Nurse advise the dosage. She does a joint Diabetic Clinic with Dr Tant. Type 1/insulin dependent pts tend to be seen in the GP surgery rather than at hospital.
There are now nearly as many pts on Zoë's Kidney Clinic as the Diabetes Clinic.
In response to a question about sugar in fruit Zoë said that x 2 portions per day (roughly a handful = 1 portion) is appropriate. Eat too much and we store the sugar, but not the excess vitamins.

7) **PPG Awareness Session Event**

Disappointing low number of attendees. The stalls were interesting and would be prepared to attend another similar event. Maybe held on the wrong day and/or wrong time? Difficult to get everyone together. Martin Jago, CCG felt it was well put together. Maybe try for a Tuesday market day in future and in the Corn Exchange rather than the Manor House?

8) **AOB:**

Sarah: Attended Lincs East Commissioning Groups Annual Public Mtg at held in Spilsby 24th Sept. (Copy of slides, 2014/15 Report and Accounts, etc., available from SH)

Ian:

- 1) Attending Practice Managers Conference x 2 days in Grantham. Speakers on 'General Practice at Home', Federating, the Future?
- 2) LHAC – United Lincs, NE Lincs & Goole, etc., looking at ways to save costs e.g. by re-configuring services.
- 3) New PPG Members? Peter and Pat Hawkyard have recently joined the practice. Peter was chair of the Marisco PPG and Pat was a member.

- 9) **Next Meeting:** 1.30pm, Friday, 27th November.