

**Committee Meeting of Alford Group of Doctors Patient Participation Group  
1.30 pm Friday 27<sup>th</sup> November 2015 at Merton Lodge**

**Attended:** Hazel Bogg, Sarah Harley, Pat Hawkyard, Peter Hawkyard, Graham Marsh, Pat Mowbray, Alan Reeves,

**Practice:** Ian Atkinson (Chair)

**Apologies:** Pam Maplethorpe, Len Reeder

1) **Welcome:** by Ian who introduced Pat and Peter Hawkyard who had expressed an interest in joining the group. Peter had previously been Chair of the Marisco PPG until he and Pat switched to Alford practice.

2) **Minutes of the last Meeting** (23<sup>rd</sup> Oct): Agreed correct.

3) **Matters Arising:**

**Attendance of local MP** - Graham said that Victoria Atkins has a regular surgery in Alford and he will try to arrange something round this. **Action: b/f Graham**  
For info. her email address: [Victoria@victoriaatkins.org.uk](mailto:Victoria@victoriaatkins.org.uk)

**Access to Summary Care Record:** Sarah now has access to her record online. Regarding access to the whole record the GPs have not yet made a decision on this; it will be mandatory wef 01/04/16.

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

**DNAs Audit:** delayed – info will be available for next meeting or circulated before.

DNAs for Oct: 80 for GP appts (Aug/Sept: 144)

Graham asked if there was a dedicated tel line for reporting cancellations but there is not. There is a dedicated mailbox which is monitored x 2 daily.

**CQC:** Still awaiting date for visit. There is an alleged 40% drop in CQC funding and practice registration fees have gone up x 3 which practices are objecting to.

**Complaints:** No new complaints in Oct. Two of the three outstanding ones have now been 'not upheld' by NHS England and one is still outstanding with them.

**Staffing:**

One of Dispensary staff is off on maternity leave and the post is out to advert.

Health Care Assistant due to go on maternity leave and this post will go out to advert.

Reception demand seems to be going up and following a short assessment survey it has been found that 2pm to 5pm is a problem so an advert for an additional member of staff will go out.

Normal Reception hours are 8am-7pm and Dispensary 9am to 7pm.

Still looking for an additional GP – advert in the BMJ and on Lincs FM.

**Current Waiting Times:** Tues/Wed next week for GPs. Nursing is 6 to 7 days due to holidays.

**Infection Control:** Work going on with Ian and an experienced nurse who were doing walk rounds twice a month and audits. This subject is high on the agenda in preparation for the CQC visit.

**Alford Dementia Support Group:** Ann Duncan is starting a group which will meet on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday monthly for coffee and a chat in the Alford War Memorial Hall starting on 3<sup>rd</sup> February 2016. Ian circulated laminated poster for display.  
Graham advised contact with ELDC as there is likely funding available.

**Premises:** Ian is in conversation with the GPs re: options to extend current premises. Advice re: building upwards at the back is in hand. Front is limited due to 'listed' status. Sarah raised the lack of car parking if more patients were to be seen. Graham explained that Section 106 Regulation applications can be made by number (e.g. x 1 build only) and that the practice can ask for a 'Substantive S106' to request that this be raised for any development and the CCG can do this?. S106 must be spent on local identified capital projects.

**Interior changes:** Pete Bourne has finished Dr Tant's room and Dr Samuel's will be completed on Monday. Advanced Care Practitioner's room will be next then Pete will move upstairs, then to the Reception area. A notice is currently displayed in the foyer to apologies for the inconvenience.

5) **Members' Feedback:**

**Sarah:**

- Noticed that some pages on the 'TV info screen' in the main waiting area have too much info on them to be read before a change of screen. **Action: Ian**
- Grey/black signage going through doors from waiting room not very easy to read maybe something like mid blue/white would be better. There are approved standards for this in acute trusts which might help e.g. for the elderly and/or partially sighted? Ian said the signage would need to be re-done at some stage and he would look into this. **Action: Ian**

**Pat:** A patient rang to make appointments for bloods, Dr Samuel and a 'flu jab to be done at the same visit; was assured all three were made but at attendance neither the doctor appt nor the 'flu jab appt had been made. **Action: Ian will f/up**

**Alan:** Asked if there was still a delay for phlebotomy appointments. Ian confirmed there was but that they were looking at extending the hours.

**Peter/Pat:** Said that as new patients to the practice they had only had good experiences to date and that the surgery had an air of calm. They found this very reassuring

**Hazel:**

- Asked if there was any news on a new GP appointment. Ian said they were struggling. Graham said that a local Lincs Medical School would be a big advantage as a proportion of doctors trained at a particular medical school tended to remain in that area after qualifying.
- It used to be possible to collect a supply of hearing aid batteries from the practice but these now had to be obtained from Mablethorpe where only one pack was allowed per request which is too few. **Action: Ian will f/up**

6) **AOB:**

**Appointment of Chairman:** After discussion Peter was nominated by Graham and seconded by Alan. Peter has previously been Chair at Marisco practice and would continue to attend CCG mtgs and report back to the group. Thanks were given to Ian for acting as interim Chair over the past months.

**Safeguarding Adults and Children Training:** Ian invited members of the group to attend this session at the surgery from 2 to 4pm on 18<sup>th</sup> December - run by the MDU. One session of an hour each re: Adults and Children. No Need to book.

**Peter:**

Suggestions Box - and how often this was emptied. Ian confirmed that he emptied it weekly although there was rarely anything in it; any suggestions/comments would be brought to PPG mtgs.

Virtual Group – how many members and did these give any feedback or comments? Ian confirmed 28 at present and none of these members had ever given any feedback or comments. Peter said this had been the same situation at Marisco, despite cajoling.

**Sarah:** Handed out ViewPoint Registration forms (distributed at the Sept. CCG Annual Public Mtg).

7) **Next Meeting:** 1.30pm, Friday, 15<sup>th</sup> January. (Please note there will be no December mtg).