

Committee Meeting of Alford Group of Doctors Patient Participation Group
1.30 pm Friday 15th January 2016 at Merton Lodge

Attended: Peter Hawkyard (Chair), Sarah Harley, Pam Maplethorpe, Graham Marsh, Pat Mowbray, Alan Reeves, Victoria Atkins MP (Guest).

Practice: Ian Atkinson

Apologies, Pat Hawkyard, Len Reeder

1) **Welcome/Introductions:** Ian introduced Victoria Atkins, MP.

2) **Victoria Atkins, MP:**

Victoria outlined her background as a barrister and her work for the constituency since her election in May.

- **Health Secretary, Jeremy Hunt** had recently made a **visit to Mablethorpe** at Victoria's request, mainly to help him to understand the issues of rural Lincs. Interestingly he had missed the Newark train back from Newark due to misjudgement of travel times on Lincs roads! Peter asked if the visit had produced any results and Victoria replied that £10 billion investment was planned and that there were great hopes for 7 day working. She did feel that the visit had demonstrated the differences in this area. There were no overnight solutions.
- **7 day GP service** – Peter felt that if junior doctors were so dissatisfied they should apply to be GPs. Victoria stated that more people die at the weekend so there was a need for 7day working. Sarah felt the reasons for increased deaths for weekend admissions was not clear; in addition some of the pilots operating at weekends had found there was not always a demand.
- Peter raised the issue of the **Chemo Bus**, paid for by subscriptions, which had not moved out of Lincoln.
- Sarah raised **GP recruitment problems**: Victoria said that there was a national shortage and that Lincs need to be better at selling itself. A lack of medical college in the area and the problems at ULHT (not good to have experience there on a CV?) were also relevant.
- Pat raised the issue of **poor broadband**. Victoria said that all Lincs GPs were working on this.
- Pam raised the issue of **ambulance target times**. Very difficult to meet these in Lincs resulting in fines which seemed pointless. Graham/Victoria said that targets apply pressure and Graham added that the money fined was refunded to improve things. Victoria said that **EMAS and ULHT were the biggest issues to sort**. Necessary to think differently e.g. defibrillators in police cars.
- Ian said that this morning **Simon Stevens** (Chief Exec., NHS England) had **talked in Parliament about raising the number of GPs**. Victoria not aware, as travelling, but will look into it.
- Ian said that GPs see 90% of patient contacts for 2% of the budget. Victoria said that the **Government was looking at moving more activity to the community** e.g. prevention.
- Ian felt that the **CQC has no 'teeth'** e.g. a local nursing home had been threatened with closure but a court case was now pending and the home was still operating meanwhile. Graham said that if the home was acting in honest belief and had made a genuine mistake then this was OK.
- Victoria said that fraudulent claims via solicitors need to be brought to account and also the abuse of Human Rights legislation and EU laws. A British Bill of Rights was needed and the Government was currently trying to bring this in.
- Ian had not received an email stating that Victoria wanted **comments/constituency views on community shaping**. **Action: Graham will get this re-sent.**

(At this Victoria left the mtg, with thanks from the group for her attendance.)

(Graham gave his apologies for the rest of the mtg.)

3) **Minutes of the last Meeting** (27th Nov.): Agreed correct.

4) **Matters Arising:**

TV Screen – Ian is now changing things regularly on a monthly basis and will be doing so this weekend. **Action: Ian**

Clearer signage – **Action b/f**

Pat: x 3 appointments not co-ordinated – Action: Pat to speak to Ian after the mtg.

Hearing aid Batteries – Ian has emailed Audiology requesting a supply.. **Action b/f**

Alford Dementia Support Group – Ian reported the group now has a bank account and is up and running. First mtg will be held on 3rd Feb at the War Memorial Hospital. Anne Duncan is very keen and the practice is supporting the initiative. There is £600 funding and the practice will supply stationery and beverages.

5) **Chairman's Report:**

Happy new year to everyone.

Since our last meeting there has been a couple of meetings. The first one was the Area PPG Meeting at Skegness. We had a guest speaker from St Barnabas Hospice who outlined the services they could offer. As they only have 11 beds available for the whole of Lincolnshire for end of life care, the Hospice is always under pressure. There are some daytime facilities but these are also limited. Reliance is mainly upon services offered by MacMillan who arrange care through the Marie Curie Organisation.

At this meeting, I requested the CCG rep (Martin Jago) if he would arrange for a representative from the Choose & Book System to attend the next Area meeting as it was felt that the system was failing and misunderstood.

The next meeting of the CCG is to be held at Louth Hospital on Thursday 28th Jan at 1.30pm. Members of the public are welcome but are not allowed to speak.

On 18th Dec there was a seminar held in the Surgery and a presentation was given by a representative of MDU on Safeguarding Adults and Children. Pat and I attended, as did the majority of the staff. It was more relative to the staff but nevertheless interesting.

There is to be a Listening Event where members of the public CAN speak to the CCG. This will be held at Boston Football Ground on Thursday 4th Feb at 1.30pm. Pat and I have already confirmed that we will attend. If anyone has any questions or issues they would like raising we will be happy to try and get them raised. Past experience with these meetings is that you don't necessarily get an immediate answer to "tricky" questions but they do investigate and get back to you eventually.

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

CQC: Still awaiting date for visit.

Complaints: No new complaints since last mtg. One is still outstanding with NHS England.

Abusive Patients: x 2 final warning letters sent.

Staffing: GP = x 1 applicant but already had a job when Ian phoned him so still out to advert. Appointments made to Dispensary Assistant, HCA (maternity leave cover), p/t Receptionist and Cleaner. A Receptionist recently gave notice; it is hoped to fill these hours by increasing the hours of another member of staff.

Ann Hawkins recently started as an Assistant Health Care Practitioner and is settling in well.

Current Waiting Times: Nurses have appointments available today. Non-urgent GP appts available for next Mon/Tue. Triage system on Mon & Fri may have reduced the need for appts. Pam asked if the triage system was working OK and Ian confirmed it was with any non-suitable (trying it on!) pts being referred for a normal appt.

Premises: Prime Minister's Challenge money may be available. Ian is submitting another bid for a first floor extension and lift. Meanwhile room improvements continuing. Pam raised the issue of lack of car parking. **Action: Noted by Ian**
Alan had noticed grass in gutters. **Action: Ian**

Interior changes: Ground floor now completed including Dr Woollard, Dr Tant and Dr Samuel rooms. Work starting Wed to create generic rooms. Pam asked about the outside doors which Ian explained were part of the Reception area revamp.

DNAs: Audit delayed again due to a member of staff being off unexpectedly; info will be available for next meeting.

GP appt DNAs Nov: 86

GP appt DNAs Dec: 89

On-line Records: Now available/switched on which will give patients access to any consultations since 14/01/16. All historical records may be made available in future.

'Dealing With Difficult Patients': Session by the Medical Defence Union – to be held at the surgery on Thursday 11th Feb 1:30 to 3:30pm. Just come along if you are interested.

7) **Members' Feedback:** Peter had found Pharmacy very helpful. **Action: Ian to pass this on**

8) **Next Meeting:** 1.30pm, Friday, 11th March. (apols from Pat)