

Committee Meeting of Alford Group of Doctors Patient Participation Group
1.30 pm Friday 27th May 2016 at Merton Lodge

Attended: Peter Hawkyard (Chair), Bob Baker, Hazel Bogg, Sarah Harley, Pat Hawkyard, Alan Reeves.

Practice: Ian Atkinson.

Apologies: Pam Maplethorpe, Pat Mowbray, Graham Marsh.

1) **Welcome/Introductions:** Bob Baker was introduced as a new member of the group.

2) **Minutes of the last Meeting (11th March.):** Agreed.

3) **Matters Arising:**

Clearer signage – Action: b/f

Grass in the Gutters – Action: b/f Ian

Nursing Home Ward Rounds – these have now stopped as LCHS don't want to do them anymore.

4) **Chairman's Report:**

- First of all, there are two items which need attention. We seem to be overburdening Ian with the apologies. Could we establish that all apologies go through Sarah who will then advise me. (Sarah's email (preferred method) is sarah_harley@gmx.co.uk or text 07989203354 or tel: 01507462761)
Action: ALL
- Secondly, I have checked up on our web site and the minutes are still not appearing. This needs sorting, and I would suggest a direct link from the site used by the Surgery. I can see little point in my attending meetings to try and keep up to date with developments if only a handful of people have access to this information. **Action: Ian**
- There was an Area PPG meeting held on 26th April at which, we had a guest speaker, Joan Tweedley, Manager of Patient Referral Team, better known to us as the Choose and Book System. She outlined the vision that within the next 2-3years to become a paperless system, by referring appointments electronically. Using a paperless system will save £1.00 per head, all savings going back to the CCG. Appointments can be changed on line once you have received a letter of confirmation. The letter details the different ways you can change your appointment. I asked about the Milton Keynes number which appeared on the letters, and was advised not to use this number but use the local PRT number 01522-515317. Serious problems could be taken up by contacting Joan direct using email – joan.tweedley@ardengemcsu.nhs.uk
Once again, the Area team raised concerns regarding caravan dwellers, and the extra expense and pressure they put on local practices and the seemingly lack of effort to resolve the situation. The issue of 106 agreements was again raised, but no update had been received. It was agreed to invite Richard Hunter of EMAS to our next meeting in June to give an update on service in the Area.
- There was a further meeting on 27th April held at Westside Surgery in Boston regarding the potential downgrading or closure of Boston Hospital A&E, Vascular, Maternity and Paediatric Facilities. Gary James, the CEO of East Coast CCG, explained that they were having to review all facilities at Boston & Lincoln Hospitals. The current situation is unsustainable from a cost point of view. Changes will be made, but not to the detriment of patients. The object is to have a better, but more cost effective system. Rumours abound, but no decisions will be made without further public consultation. Neither Hospital will be favoured and a large factor in any decisions made will have to take into consideration transportation costs as well.
- There was a CCG meeting yesterday at Louth Hospital but as I have yet to dissect the relevant points raised, I will report at our next meeting.
- There is to be a meeting at Louth Hospital on 9th June at 1pm where all members of the public are welcome to discuss future transport services for patients. Confirmation of attendance is needed. Replies to 01522515305 or email – andrewrix@lincolnshireeastccg.nhs.uk

- If anyone is interested, there is to be a Patient Council Meeting being held at the Golf Hotel, Woodhall Spa on 22nd June. where members of the public are welcome.

5) News from the Practice (Ian):

DNAs: Audit now completed and with the partners. To members for the next mtg.

A training session has taken place with the Medical Defence Union; the speaker raised the issue of removal of repeat offenders – removal is not permitted except for theft, fraud, abuse or violence. The practice will therefore be re-visiting its current policy. One option might be to stipulate that such patients can only be booked into one of the walk-in clinics.

Figures for Feb to April:

GPs – 196

Nurses – 222

HCAAs – 113

Sarah felt it was important to have info on these as a percentage of total in addition to breakdown by ages, etc.

CQC Inspection: One query from the practice was agreed but the second, concerning was not. Two issues needed sorting: 1) the security of blank 'scripts has been addressed with a cupboard with a combo lock now being used in the Pharmacy to store all ' at the end of each surgery 2) access to the dispensary via the back door now has limited access via passes.

The final report is now on the practice website.

Noted that if practices are given a CQC rating of 'Outstanding' or 'Good' then subsequent inspections will only take place every 5 yrs rather than the usual 2yrs.

Staffing: Ads for GP and Nurse Practitioner have recently been run on Radio Lincs and 4 applications were received. Closing date is middle of June.

Ad currently running for an Over 75s; Claire Thornalley will be starting 28th June.

Anne Duncan has taken on the role of Clinical Nurse Lead starting 3 weeks ago.

Dr Woollard is now working half time and will retire completely next year. Dr Limage is working x 2 days per week.

Complaints: 2 since the last mtg. One re: unable to get appt and one re: treatment with a GP – both now resolved. A further one has been ongoing for 2 to 3 yrs; this went to the ombudsman who found no fault with the practice except to advise some recompense for travel. Patient has now gone down the legal route and so the complaint is now being dealt with by the MDU.

Current Waiting Times – next routine appointment:

Nurse Pract: 1 week

GPs: next Thursday

HCAAs: next Wednesday

Nurses: 2 weeks (due to annual leave)

Building/Premises: CQC recommended the Dispensary to have a stable door, do away with the counter and have the Reception in the corner. Some fire doors need upgrading following an inspection. Work on the Waiting Room will be next.

Patient Access to Summary Care Record: A recent seminar with staff. A national initiative to give patients access to 'Detailed Records' which is more than the current access (allergies and 'scripts only). Patient make a request and then have up to a 6 week wait whilst a GP has to check the records for anything that is 'not in the patient interest'. Sarah will make a request to 'test the system' and see how it works. **Action: Sarah (I assume I need to request availability to the 'Detailed Coded Record'? SH)**

6) AOB:

Sarah:

- When booking an online appt the message 'There was a problem . . . ' came up on screen. Not clear what this meant. On phoning reception it seemed likely that another patient was trying to book at the same time and got the appointment. **Action: Ian** to report to System One that the message needs to be clearer i.e. that the pt needs to re-book.
- The Lincs Chemo bus seen coming out of Pilgrim yesterday.
- System One issue with the algorithm re: QRisk for statins not working properly? Ian said that there was a fix for pts over a certain period and relevant patients will be contacted if needed.

Prescriptions: Discussion about the on-line electronic system ; generally a good system but Sarah and Hazel both found the wording difficult and felt 'Request Medication' would be a better title than 'Medication' on the second screen; listing both 'Medication' and 'Prescription Requests' it is not obvious which one to use. ('Prescription Requests' actually refers to requests already made and outstanding). Ian said that the practice dispenses 5 to 6 thousand 'scripts per month and this figure has remained steady. **Action: Ian** to report to System One

Bob:

- a) Felt that electricity was being wasted in Reception. Ian said the plan was to change to LEDs.
- b) Car Parking is an issue and suggested the small side walls outside could be removed to enable more spaces. Ian said that options were under consideration; the ideal was to obtain more land.

7) **Next Meeting:** 1.30pm, Friday, 24th June.