**Minutes of Alford Group of Doctors Patient Participation Group**

**Held 12th Noon 28th July**

Members ; Peter Hawkyard (Chair) Pat Hawkyard (Secretary) Pam Maplethorpe, Pat Mowbray,Mary McCullagh, Michael Jones, Sam Hartshorne.

Practice ; Anne Duncan (Care Co-Coordinator) Rachel Harness (Recalls Manager)

Apologies ; Amy Denman (Practice Manager) , Sandra Gover.

Minutes of Previous Meeting ; Not a true and correct record. Amend to read Marie Jones is not the ANP with the heart failure expertise , it is Jenny Simpson, our training ANP who will qualify soon. Also the” Waitless” app discussed does not show anything about GP services but is designed to show patients where the least waiting times at the local A&E and UTC are so that they are not waiting as long.

Chairman’s Report

On behalf of the group Peter welcomed Anne and Rachel and was sure that their presentations would give the members a better insight into what the Practice was trying to achieve. Nothing to report this month as the Patient Council Meeting is to be a virtual one and not an open one. There is however, a Healthwatch Meeting on 7th Aug to be held at the Storehouse in Skegness. The subject is “What is social careAmy has asked in her absence, for me to advise members that the Practice was unsuccessful in obtaining the services of the newly qualified GP despite offering incentives. He has accepted a post at a Practice in Lincoln. Advertising will continue. Peter then invited Anne and Rachel to do their presentations.Anne & Rachel gave a comprehensive view of what the Practice was trying hard to achieve outlining the services available to frail, elderly or needy patients. This includes running a clinic for dementia patients and has a full complement of volunteers and is well supported by the Co-op.Outings are arranged although coach trips have become so expensive to arrange that they have been suspended. 75yr olds and over are subject to

annual checks and a home visit is arranged if appropriate. There is a list of conditions which qualify patients for automatic support and providing the current levels of staffing are maintained, there is a possibility of lowering the age level even further. The emphasis is on prevention and care to avoid hospitalisation and more serious ailments developing. Many referrals are made. Looking forwards, there will inevitably be an increase in the number of ANP’s. These are highly qualified nurses, trained to a very high standard.

There is still a tendency for patients to request the services of a GP,when in many instances, treatment is well within the capabilities of an ANP. Rachel gave a demonstration of the “Waitless” app which seemed pretty straightforward.

Peter thanked Anne & Rachel for their time and patience in explaining the Practice aims and ambitions.

Members Feedback

Sam questioned whether it was possible to offer his services to the Practice on a voluntary basis to tidy up the outside of the building. Peter said he thought it would be unlikely to receive approval due to Health & Safety Regs etc but he would willingly write to Dr Tant for his views on the matter.

Pat M asked if it was possible if the Alford Hub could advertise the training on the use of the “Waitless” app being offered to patients. Also, if the Hub could provide and maintain a notice board in the surgery to advertise the wellbeing groups. In principle, this was accepted but would be confirmed later.

Any Other Business ; None

DATE OF NEXT MEETING 29TH SEPTEMBER AT 12 NOON FOLLOWED BY AN AGM FOR THE ELECTION OF OFFICERS..