Minutes of Alford Group of Doctors Patient Participation Group

Held 12 Noon 27th October 2023.

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

Practice ; Dr Martin Tant

Apologies; Amy Denman (Practice Manager),Sophie White

Minutes of Previous Meeting ; Agreed

Matters Arising ; None

Chairman’s Report

Care Navigation training is taking place in all Practices up until March 2024. Each Practice must have at least one qualified care navigation member. After completing training, the member will be in a position to confidently direct patients to the appropriate clinician or department.

 There will be two grades of qualification, foundation and advanced.

A cardio diabetic outpatient service at Lincoln Hospital is helping reduce heart attacks in people with diabetes by providing a one stop approach to patient care.

The Covid Vaccination programme is proving to be the best organised yet, with no queues and patients able to get appointments to suit their needs. We are led to believe that the flu jabs are also running well.

Pat & I attended a Patient Council Meeting last Thursday at Louth Hospital. It was poorly supported and only just complied with the rules of attendance. I think the ICB have shot themselves in the foot with their obsession with holding virtual meetings as members prefer the open meetings where matters can be discussed on a face to face basis.The main topic of grievance was the state of Dentistry in Lincolnshire. Several of the PPG Chair’s had taken up the

issue on behalf of patients with both Victoria Atkins and Mark Warman but neither MP had responded. Further attempts will be made as the situation is dire and Government response is needed.We got the impression that the ICB would prefer it not to have been raised and that they were powerless (or unwilling) to raise the matter at a higher level.

Also raised by Alford/Spilsby and Horncastle was the fact that although all three Practices had received funding from 106 agreements, nothing had been started.Claire Hornsby(ICB) stated that due to building costs escalating because of covid and brexit, projects were unable to proceed as planned.

Criticism was made of the apparent abuse of social media by the ICB to put out information to patients. It was thought that more effort should be put into information being provided to PPG,s,notice boards at Practices and Practice websites.

One good thing that the ICB has instigated is a monthly newssheet which is full of information on what is taking place, times of various meetings an intended future plans etc. There are usually surveys to complete if you wish to take part.

As this newssheet is fairly long (this month’s issue is 10 pages long), if you wish I can send it as an attachment to the minutes for you to wade throught and take note of the items that are of interest to you. As this newssheet is produced on a monthly basis, it could be sent out to members even if there is not a meeting on a particular month.

Practice Manager’s Report.

In Amy’s absence Dr Tant wished to clear up the apparent lack of understanding regarding the building work at the Practice. It was a complicated matter involving several agencies and not helped by the fact that the Practice Premises are a listed building which further slows down the advancement. It will be many months before full approval will be given and work can start. Current funding (held by the council) is adequate for the plans.

The Practice had received notification that antibiotics for chest complaints will no longer be issued over the phone. A new system is to be adopted whereby you will be referred to a special number where assessment will take place on a points basis to decide which course of action can be taken. Extra points will be allocated to the over 65’s. 3 points becomes a hospital admission.

1,600 Flu jabs had taken place and was working well.

The Practice had been successful in recruiting another nurse which should bring down the waiting times.Also a mental health nurse has been recruited

The decision has been made to update the telephone system to cope better with the capacity required. It is more expensive (30%) but should have a good impact on improving communications.

Members Feedback ; None

Any Other Business ; None

DATE OF NEXT MEETING TO BE ADVISED.