

Meeting of Alford Group of Doctors Patient Participation Group

Held 1.30pm Friday 26<sup>th</sup> August at Merton Lodge

Members; Peter Hawkyard (Chair) Pat Hawkyard, Pam Maplethorpe, Pat Mowbray, Alan Reeves.

Apologies; Sarah Harley, Bob Baker.

Practice; Ian Atkinson

Minutes of Previous Meeting; Agreed as a true and correct record.

Matters Arising; None

Chairman's Report

No Meetings have been held in August so nothing to report. The next Area PPG Meeting is at Skegness Tuesday 27<sup>th</sup> September

The next meeting of the CCG is at Woodhall Spa on Thursday 22<sup>nd</sup> Sep and a Patient Council Meeting will be held at Woodhall Spa on 28<sup>th</sup> Sep. All members of the public are welcome at this meeting.

A letter had been received by the Chairman and the Practice Manager regarding INR. It was agreed that Ian deal with this in his report.

There had also been a query regarding Xray and Scan procedure. Was it true that Advanced Practice Nurses are unable to arrange these, and have to refer to a GP to arrange which appears to add at least 3 days before being activated? . Ian responded by stating this was true and was a directive from UHLC. It was frustrating but the Practice must abide by the rules.

A further letter had been received from Bob Baker asking if Ian could clarify a report that the NHS was asking practices to consider removing patients from practice lists if they had not been seen for 5 years.

Ian responded by stating that this was nonsense, and no such directive had been received and it was not something that Alford would consider in any case.

### Practice Managers Report

*Ian referred to the letter received from a patient, expressing concern at the ending of the INR clinic. He advised that the decision was not taken lightly and had been under consideration for some considerable time. It was not a mandatory service and despite frequent requests for additional funding to cover the high cost of this service, none was forthcoming.*

*Consequently, the practice has continued to incur an annual loss of around £4,000 . This could not continue and the body responsible for providing this service (CCG) were given the statutory 3 months notice of withdrawal on 9<sup>th</sup> June and it was not until this week that they responded, accepting responsibility. They are now in the process of arranging alternative clinics at either Marisco Mablethorpe or the Manby Practice. Whilst this action is regrettable, Alford could not continue supporting this high loss service. Alford had approximately 130 affected patients, Most practices in this area have handed provision of this service back to the CCG. Marisco Practice handed over to the CCG some 2 years ago, and now they have a team attend who are from Lincoln Hospital, They provide a walk in and wait clinic at regular intervals. Each patient affected will be notified individually what the new arrangements will be. A letter from the Alford Group of Doctors was handed out by Ian. Copy of which is below ;*

### Anti-coagulation Service at Merton Lodge Surgery

*Many thanks for your recent enquiry about the Anticoagulation Service at Merton Lodge Surgery. It is with much regret that we are ending the provision of this service at Merton Lodge.*

*This service is commissioned by Lincolnshire CCG organisation; we are only a contractor and provide it as an extra to the normal “core” services of our NHS work. We have however, provided it for a number of years and so it is understandable that patients have become used to the service at the Surgery.*

*Recent rises in the cost of equipment and training (staff have to be sent on a national training course to enable the service to be provided), mean that the money that we are given to fund the service now falls very short of what the service costs to provide. We initially passed this information to the CCG and requested an uplift in the funding to cover these costs, but we were told that no further funding would be offered. We stress that this is not “profit”, but money to cover the costs of the equipment and staffing to provide the service (for example the test strips cost £140.15 for 48 strips alone, and the machines currently cost £898.55 each. We have to replace at least one machine every year. In 2016*

*the mandatory training course cost £1500 for each member of staff requiring accreditation. There are so many other costs that we have not listed. We made it very clear to the CCG at start of our negotiations that we would be happy to continue to provide the anticoagulation service if it could be funded to a level that would allow it to "break even".*

*In the terms of our contract, we are required to give three months notice to the CCG of our cessation of provision, as that allows sufficient time for them to arrange for another provider. We stress that we are only a contractor and the CCG is responsible for providing this service. We gave final three months notice on 9<sup>th</sup> June 2016. Since that date, we have sent a number of emails and asked at several meetings as to what service was being arranged for our patients, and at what stage patients would be informed of what arrangements the CCG was putting in place for you. Each time, we have been told that it was being examined, and that arrangements were being made.*

*We at Merton Lodge share your upset and disappointment that this service is stopping. We have always felt that it was a good service and that our patients were well served by it. We too, feel that expecting patients to travel longer distances was a poorer outcome, and that providing the service in Alford would be better for patients. As we have already mentioned, we have continually advised the CCG that we would be happy to provide the Anticoagulation Service if it could be properly funded. Last year the service was short funded by over £4,000. Unfortunately, the CCG has been unable to provide any further money, as they themselves have few funds available.*

*We will make sure that we pass on your comments and complaints to the CCG so that they are made aware of your feeling.*

*Merton Lodge Surgery.*

*Ian closed his report by stating that staff levels were now up to strength but ongoing efforts continue to be made to recruit an additional GP*

#### *.Members Feedback*

*The issue of DNA's was raised by Pat M. as she had unwittingly become an offender despite desperate efforts to notify the Surgery. She had been delayed 10 minutes due to heavy traffic and as the telephone was continuously engaged, this resulted in being unable to book in on time and a resulting DNA being recorded and of course, a lost appointment.*

*Peter suggested to Ian that the Practice look seriously at a dedicated cancellation line and it was agreed that Ian would investigate the possibility of this being put into place.*

*Any Other Business*

*Pat H asked if badges could be worn to identify staff, as the current dual purpose ID card was worn very low and was often the wrong way round. Ian said he would look at the possibility of providing additional means of identification.*

**DATE OF NEXT MEETING FRIDAY 30<sup>TH</sup> SEP AT 1.30PM.**