

## Committee Meeting of Alford Group of Doctors Patient Participation Group

Friday 26<sup>th</sup> September 2014 at 1.30pm in Merton Lodge

### Attending:

PPG: Alan Gurbutt (Chair), Hazel Bogg, Tom Douglas, Sarah Harley, Graham Marsh, Len Reeder, Alan Reeves

Practice: Ian Atkinson

Apologies: Pam Maplethorpe, Pat Mowbray, Maurice Kent

1. **Welcome and Introductions:** Alan G welcomed everyone.
2. **Minutes of the last Meeting:** For 27<sup>th</sup> July were agreed as correct.
3. **Matters Arising from Last Meeting**
  - 3.1. **New Sports Facility at Queen Elizabeth's Grammar School:** Graham hoped that the facilities would be available to the public and at realistic prices since the buildings were public and effectively belonged to the community. Important to support schools. However, QEGS sports field was closed in summer holidays when it could have been available to the community. After further discussion it was agreed to leave this matter until post May 2015 elections and to then invite the successful MP to discuss the community's needs and schools.  
*Agreed: b/f May 2015*
  - 3.2. **Development Opportunities:** Tom handed out information sheets concerning '5 Favours Volunteers', 'Community Champions', 'Healthwatch Hubs Champion', and 'News Hound for Healthwatch Lincolnshire'. Discussions took place about concern for a lack of working together at a high level and a lack of sharing info. Graham suggested that Alan G and he write to local schools regarding asking them to produce News Hound.  
*Action: Alan G and Graham M*
  - 3.3. **Nurse Practitioner:** Now re-named 'Advanced Care Practitioner'
  - 3.4. **DNAs:** 204 July, 198 August – going down. Tom asked if practice has a dedicated DNA telephone line.  
*Agreed: Ian would look into the prospect of having a DNA line - this would not be actioned.*
  - 3.5. **Booklets:** 1000 coming. To be given to new patients and copies to PPG members.
  - 3.6. **Member of staff to PPG Mtgs:** Anna, Reception Manager to attend October meeting.
4. **Resignation:** Alan sorry to report that Maurice had notified his resignation from the group. Alan had written to thank him for his input to date. *Agreed: Alan G to check with Maurice if any concerns*
5. **News from the Practice (Ian)**
  - 5.1. **Staffing:** Vacancies currently for a Practice Nurse – advert going out. Interviews in 16<sup>th</sup> Oct for Health Care Assistant. Notes Summariser leaving and post now out to advert. Two trained Bank Staff now appointed to cover hols and sickness of reception staff. A possible Bank Dispenser coming to see Ian soon.
  - 5.2. **Unplanned Admissions:** Working on keeping vulnerable 18yrs+ adults out of hospital via case management. Target of 2% of the practice population. Hoping to appoint a retired District Nurse to do this work. To be a nominated GP and care co-ordinator per patient.
  - 5.3. **75yrs+ Project:** For vulnerable patients >75yrs. (Must not be on the 'Unplanned Admissions' list) Ian's proposal accepted. District Nurse to be appointed for 3 days a week to cover this.
  - 5.4. **'Flu Letters:** Vaccinations to be given at Corn Exchange 7<sup>th</sup>, 14<sup>th</sup> and 28<sup>th</sup> Oct (9-1pm) and 21<sup>st</sup> Oct (2-6pm). Ian suggested PPG members could attend a couple of sessions. *Agreed: Members to email Alan G with their availability*  
  
Sarah asked if it was not possible to send notifications via email to save postage especially as separate letters are sent to spouses/partners, etc. at same address. *Agreed: Ian to check*

- 5.5. Ongoing Maintenance Programme: Upstairs Treatment Room nearly completed; upstairs Waiting Room alterations to follow. Reception and Dispensary re-vamp to follow. JX/Info board to be combined with an additional one upstairs. Health videos to be run in waiting areas in future.
- 5.6. Car Parking: Awaiting what's happening with the factory next door. Pat had reported, via Alan, that her husband had witnessed a patient putting a prescription in their car, locking up and then walking into town. Has been witnessed several times before. Options: to discourage this misuse of limited practice parking were discussed.
- 5.7. Franking machine and Envelope Stuffer: Now in place and saving money and time.

## 6. **Members Feedback**

- 6.1. Len gave details of a recent poor experience in Boston A&E Dept. He had lodged a formal complaint but did not feel this had been adequately dealt with. **Agreed**: Alan G/Ian to write to the Chief Exec.
- 6.2. Len had been told there would be no future provision of transport for his regular eye checks at Pilgrim. When he rang the eye dept he was told they would sort it. Len understands the changes are due to a cut in contract with prices being undercut. **Agreed**: Alan G/Ian to write to the Chief Exec.

## 7. **Any Other Business**

- 7.1. Alan R asked about timescale for electric doors which Ian said were planned for third phase of improvements in 2015.
- 7.2. Tom asked what the practice was doing about the national promotion of men's health during November. After discussion it was felt that awareness of prostate cancer and the early detection, and follow-up even with a relatively low PSA. **Agreed**: Ian to speak to the GPs on this.
- 7.3. Graham mentioned that the electronic notice board had been left in setup mode when he checked it recently. Also nine light bulbs out. **Agreed**: Ian to follow-up on both
- 7.4. Hazel has recently twice seen the Advanced Care Practitioner and had been seen very quickly with referral to hospital. She felt this had been a very good experience.
- 7.5. Alan G – The August PPG Chairs' meeting had been cancelled at the last minute – he felt there should be good reasons for doing this rather than just a bank holiday. He was unable to find out who had cancelled'. Should Alan continue to attend? After discussion members felt it important that Alan plus another PPG member continued to attend so that our PPG was kept 'in the loop'. Next meeting scheduled for 9:30 am on Tuesday 30<sup>th</sup> Sept at Marisco. Alan R (as Vice Chair) agreed to attend.
- 7.6. PPG website up and running. **Agreed**: Ian to sort link to the practice website. Alan G to print some of Len's posters to advertise website and Twitter
- 7.7. CQC visit expected before April 2016. New package and inspection teams more expert/knowledgeable in GP practice work. Two weeks' notice would be given and Ian will advise members when date of visit known.
- 7.8. Neighbourhood Teams – Signposting patients to services with pilots in Wainfleet, Skegness and Spilsby. Alford to go in with Louth. Alford GPs concerned that in future local GP services might go to 'hubs'.
- 7.9. GP Conference (PUSK) – Ian reported good speakers. Concern that 46% of current GPs due to retire in the next 10 years making for uncertain times for GPs and General Practice.
- 7.10. Practice is now signed up to electronic prescribing wef 6<sup>th</sup> Nov; GPs will no longer have to sign individual 'scripts – authorisation by GPs will be electronic.
- 7.11. Practice is now signed up and using 'GP to GP'. New patient info will be available electronically from their previous practice (if that practice is also signed up – but most are).
- 7.12. Ian Spoke about Friends and Family Test which is being extended to GP practices wef 01/12/14. Practice considering options for how to do this and for text of a second optional local question.

7.13. Alan asked advice on how to deal with political issues raised on the PPG Twitter page. Graham advised to 'Friend' the commentator, then reply that we are not political, then 'Unfriend' them.

7.14. Len asked if another member would like to take over responsibility for the 'Suggestions Box'.

**Agreed:** Hazel to do so initially, but to move to other members on a three or six month cycle.

7.15. Len asked if future cancelled mtgs could be re-scheduled instead. Agreed that members would be emailed re: any pressing issues and then a decision made whether to reschedule.

7.16. Alan G asked if attending members can also join the 'virtual group'. **Agreed:** members to notify Ian if needed.

8. **Date and time of next meeting:** Friday 31<sup>st</sup> October 2014 at 1.30pm in Merton Lodge