

Committee Meeting of Alford Group of Doctors Patient Participation Group

Friday 31st October 2014 at 1.30pm in Merton Lodge

Attending:

PPG: Alan Gurbutt (AG) (Chair), Hazel Bogg (HB), Sarah Harley (SH), Pam Maplethorpe (PamM), Pat Mowbray (PM), Len Reeder (LR), Alan Reeves (AR), Sandra Blakebrough (SB)

Practice: Ian Atkinson (IA)

Apologies: 'Duggie' Douglas, Graham Marsh

1. **Welcome and Introductions**: AG welcomed everyone. And introduced SB as a potential new PPG member. Unfortunately 'Duggie' Douglas has now had to resign from the group due to ill health. AG explained that the guest speaker from Lincs Health and Care Programme had given their apologies.

2. **Minutes of the last Meeting**: For 26th Sept were agreed as correct.

3. **Matters Arising from Last Meeting**

3.1. **Development Opportunities**: AG had written to local schools and their Chairs of governors (copy letter attached dated 7th Oct).

No response to date from Queen Elizabeth's Grammar School.

John Spendluffe Technology College had replied favourably and were open to communications. They explained that Work Experience was no longer in the same format; they would prefer a talk to interested students about specific topics and said if a healthcare professional from a setting mentioned in the letter wished to come to the school to talk to students interested in a particular area of work as a career, their Deputy Head teacher would be happy to facilitate this. They added that their shared sports facilities were available to the school and to the local community working together through a 'Chance to Share' agreement between Alford Sports Hall Association, John Spendluffe Technology College and Lincolnshire County Council and that more details are available on Alford Sports Hall website. **Agreed: IA to follow up with health professionals to go into JSTC**

3.2. **DNAs**: August: 198, Sept: 243, Oct: 259 – going up. Ian said possibility of dedicated cancellation line had been discussed with the GPs but they were not in favour because of the limited number of telephone lines. May be reconsidered in future if/when more lines become available.

AG asked IA if DNAs would be categorised by age and it appeared that Lincolnshire East CCG were doing this; data soon to be released.

PamM asked if there was a correlation with patients who were sent texts. **Agreed: IA to follow up**

After discussion it was agreed that some discretion was needed e.g. in case of unexpected road works, etc.

3.3. **Member of staff to PPG Mtgs**: Anna, Reception Manager had been unable to attend today but would attend in November.

3.4. **Resignation**: AG had checked with Maurice - there had been no issues except his time and interest.

3.5. **Flu Clinics**: using email?: GP practice decided not to use email this year. Might be considered for future.

3.6. **Len's complaints/problems**: LR's story now published on PPG website. After further discussion AG and IA had decided not to write to the Chief Exec at United Lincolnshire Hospital's Trust as they felt this would be unlikely to achieve anything more than LR had achieved.

3.7. **Mens' Health November**: AG had sent info to Duggie. AG to follow up info for publicity and to involve Graham. Posters to be left behind Reception for members to collect. **Agreed: All to note/action**

3.8. **Unplanned Admissions**: Anne, a retired District Nurse, started last week working Mon/Tue/Wed. 5hrs Admin support in place. Another retired District nurse coming to cover younger age group and working Thu/Fri. AG said that nationally there has been a 68% increase in self-harm in children 16 years old and under, that there was a lack of mental health support for this age group. IA said the GPs from the GP practice were meeting with CAMHS next week about this and he would keep the Committee updated. **Agreed action: IA to brief the Committee on the conversation**

- 3.9. **PPG attendance at Flu Clinics:** Handouts for future and to agree content beforehand. Carers and AGE UK reps had attended other flu clinic sessions. AG suggested information go into schools about the importance of vaccinations regarding children, that parents need to bring their children to appointments IA said letters had already been sent to the relevant parents. AG suggested wider community initiatives and using social media - i.e., Twitter and Facebook.
- 3.10. **Car Parking:** After discussion agreed a courtesy notice to be displayed on the PPG notice board and in Reception.
Agreed action: AG to make posters
- 3.11. **Electronic Prescribing:** 'live' beginning week 23rd October negating need for GPs to physically sign prescriptions.
- 3.12. **PPG Twitter, Facebook, website, etc. Notices:** Ian confirmed now displayed both upstairs and downstairs.
- 3.13. **Writing to MPs:** Graham has written to the Conservative MP. AG to write to prospective Labour candidate.
Agreed action: AG

4. **News from the Practice** (IA)

- 4.1. **NHS Five Year Plan Conference:** IA had attended last Thursday. Jeremy Hunt, Chief Exec of NHS England, Maureen Baker (Chair Royal College GPs) present, amongst others. Proposals for Neighbourhood Teams (multidisciplinary hubs). Patients need to take more control of their health. GPs deal with 90% of consultations but receive only 10% of the budget. Need to increase numbers of GPs, but how? More patient care expected to go to Public Health. SB asked if there were plans for the GP practice to carry out more minor surgeries. IA explained that they already do a number of 'enhanced services'

AG explained Lincolnshire County Council will have to endure £90m Government cuts per year for next 5 years. He argued that there is a very distinct north, south divide in Government spending, for example, total infrastructure spending (where the public is involved per head, per region) means the East Midlands gets about £330 per person while London gets £5400 (The Institute of Policy Research North reported the North East as getting £223 per person 2014). The point being, cuts of this magnitude and lack of spending are bound to have a massive impact on public services and the morale of patients and local authority officers. AG said even though the group has agreed to be non party political, there is need to keep up to date on how changes to national policy and politics are likely to affect patients of all age groups in Alford and to challenge where appropriate such changes.

Agreed Action: AG to keep the Committee informed

- 4.2. **CQC Visit** – still awaited but will be before March 2016. Usually given 2 week's notice.
- 4.3. **Neighbourhood Teams** – Social Services, GPs, Community Nurses and Mental Health Services would all come under the 'Hub'. Alford will come under Louth (not given a choice). Pilots locally in Skegness. Teleconference with CCG Thursday and Ian will report back to the group. ***Agreed action:*** IA
- 4.4. Family & Friends Test – A mandatory survey from 1st December reporting monthly to NHS England. AG has a video in sign language which he will pass to IA and post on the PPG website. GP practice has no provision for showing at present but will do with new PC.
- 4.5. Walk-in sessions on Mondays and Fridays – from November patients can attend a walk-in clinic from 9-11am for urgent matters which occurred within the last 72 hrs. They will be seen by the Advanced Practitioner and then by a GP if required. This trial may be extended if it works well to Wednesdays. GPs will receive feedback on numbers attending.

5. **Members Feedback**

- 5.1. Suggestions Box: None
- 5.2. PamM said she had had a recent good experience at Boston Hospital involving an elderly relative. There had been District Nurse follow-up and a telephone call from the hospital to check everything was OK. Alan G asked Pam if she would write something up for the PPG website on this. ***Agreed action:*** PamM
- 5.3. HealthWatch Lincolnshire: AG referred to an email recently circulated to members and asked if the group wanted to be involved in a 'Neighbourhood Hub', attending quarterly area group meetings of providers by invitation only. After a discussion we voted not to be involved at this stage and to notify HWL of anything we felt appropriate. Patients can

still send their concerns directly to HWL. AG to write to HWL saying we would keep a 'watching brief' and would keep membership of the hub as a future option. **Agreed action:** AG

6. PPG Chairs Meeting - AR had attended the recent meeting. His impression was that they were stalling. He did feel it was useful to attend. AG and AR to attend the November meeting.
 - 6.1. AG mentioned the annual Westminster Debate entitled: 'The election and beyond: what does the future hold for children and young people?' (see copy of Alan's notes attached)
 - 6.2. AG cited an example of an elderly patient at home that he had been told about (unrelated to our GP practice) where their live-in relative was not doing anything for them and they had ended up in hospital. His concern was that there was no safeguarding in place in people's homes unlike in residential settings. Discussed but we agreed it was a very difficult area e.g. if the patient says all is OK, patient freedom to live how they want, etc. SH suggested telephoning Social Services in such a case.
 - 6.3. SH : 'List of PPG Achievements' supplied for the Flu Clinics was useful for informing people of the work of the PPG. Agreed to post a copy on the PPG website. **Action Action:** IA to send to AG for publication
7. **Any Other Business**
 - 7.1. Noted that Lincolnshire and District Medical Services (LADAMS) have taken over the four practices in Lincoln which had been going to close.
 - 7.2. SB was concerned that where patients needed regular blood tests and BP checks these needed separate appointments. IA said that streamlining of such appointments was currently under review.
 - 7.3. Central Database - PamM understood that this had previously been stopped nationally and had now been restarted. IA confirmed this was the case. Noted that previous patient 'opt outs' would still stand.
 - 7.4. Noted that Alford GP practice was required to have on-line patient access to patient records by March 2015. Felt to be helpful for patients to check that important facts were not missing.
 - 7.5. Pull cords in toilets – AR pointed out new cords needed. **Agreed action:** IA is sorting it out
 - 7.6. CQC Visit – still waiting but will be before March 2016. Usually given 2 week's notice.
 - 7.7. SB is willing to join the PPG Committee – members would be pleased for her to do so.
8. **Date and time of next meeting:** 1.30pm Friday 28th November 2014 at Merton Lodge