

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

Friday 25<sup>th</sup> July 2014 at 1.30pm in Merton Lodge

### **Attending:**

PPG: Alan Gurbutt (Chair), Sarah Harley, Pam Maplethorpe, Pat Mowbray, Len Reeder, Alan Reeves.

Practice: Ian Atkinson

**Apologies:** Tom Douglas, Graham Marsh

### **Welcome and Introductions:**

Alan G welcomed everyone and introduced Mr Simon Fry from Queen Elizabeth's Grammar School (QEGS).

#### **1. New Sports Complex at QEGS**

Simon Fry, a member of Queen Elizabeth's Grammar School Board of Governors, outlined a project to improve sports facilities at the school to provide a 25m swimming pool, full height sports hall (including a spectator area) 2 squash courts, a fitness suite and wet and dry changing rooms including facilities for the disabled. Total cost: £2.9m of which £500k to be raised by parents. An application had been made for funding from the Government's Academies Capital Investment Fund. The project is already in hand and expected to be operational mid 2016. Facilities would be opened to the public in the evenings and perhaps early mornings too; membership fees would apply.

Alan G explained that the PPG was keen to develop links with all local schools and organisations for health promotion and ill health prevention across all age groups, that there were obvious benefits to be gained for the community's health from the sports complex.

Members felt this project was an excellent idea and they would like to give it their full support.

**Agreed:** *Members to think about possible funding sources and to notify these to Alan G*

#### **2. Developing opportunities for young people in health and social care (HSC).**

Alan G has been working on developing HSC opportunities for local young people in the area. He said childhood obesity in our area of East Lindsey is above the East Midlands average and that we have higher rates of co-morbidities, and early mortality in older people. He said that partnership working is central to encouraging healthy lifestyles from an early age in schools, in families and in communities. Alan G placed an emphasis upon the need to collaborate with existing stakeholders and nearby communities across all socioeconomic backgrounds. He said that he had been in touch with the NHS about developing work placements and training in HSC settings to match young people to caring for the elderly in local communities and to develop local jobs. The outlook was positive. A meeting is being arranged with officials for August at the Practice to take things forward.

**Agreed:** *Ian A to scope-out potential opportunities for young people at the Practice and to arrange a date and time for the August meeting (see 6.4).*

**Agreed:** *Alan G to write to schools about potential work placements.*

#### **3. Minutes from last meeting:** Pam Maplethorpe attended, Pat Mowbray gave apologies. Otherwise accepted as correct, Proposed: Alan G, Seconded: Ian

#### **4. Matters Arising from Last Meeting**

- 4.1. Did Not Attend appointments (DNA) – Ian presented total figures for July '13 to June '14:  
July: 243 Aug: 160 Sep: 207 Oct: 227 Nov: 232 Dec: 198 Jan: 175 Feb: 219 Mar: 182 Apr: 205 May: 216 Jun: 206  
Noted that reminder texting started in Sept. Ian still awaiting further breakdown by age etc via System One.  
Healthwatch Lincolnshire is doing some work on DNAs – requesting figures from Practices.  
We are expecting there to be a national campaign on DNAs from Healthwatch England.

**Agreed:** *Ian to provide a further breakdown on DNA to the PPG.*

- 4.2. Nurse Practitioner Post is working well. Some patients are not keen until the staff explain the role. Noted that some practices nationally are using the alternative 'Clinical Practitioner' title which avoids confusion with traditional nurse posts.
- 4.3. Bank Receptionists to cover holidays and sickness – advert now out.
- 4.4. Dr Woollard is back from extended sick leave.

- 4.5. Adverts on appointment cards – sponsorship from local businesses now obtained. 1000 free booklets would also be provided.
- 4.6. PPG Website – nearly ready.
- 4.7. Pen Profiles – agreed OK for these to now be added to the website

**5. Len's achievements and feedback**

Len now has his Lincs Volunteer Card having completed the two days training (2 days of 3 x 2hr modules each) and would recommend it to others – open to anyone over 16. Next course is 14<sup>th</sup>/15<sup>th</sup> Aug in Horncastle. Trainers will come out to do local training for groups of 8 to 10 people.

Len has also completed the 3hr 'Live Well Lincolnshire' training. He is also a volunteer with Lincoln and Lindsey Blind Society and is a Dementia Friend. He handed out leaflets about the 'Lincs Volunteer Card'/training, the 'Lincoln and Lindsey Blind Society' and 'Live Well Lincolnshire'. *Please contact Len for any further info.*

***Agreed:*** Alan G to publish on the website an Twitter

**6. News from the Practice**

6.1. (Alan G) Lincs Health and Care programme (LHAC) - is setting up four pilot Neighbourhood (multidisciplinary) Teams in Skegness, Stamford, Lincoln City South and Sleaford – these are groups of Health and Care 'champions' who create dedicated plans for Lincolnshire patients. This is for testing provision of services at a community level, more operations delivered closer to patients' homes and a network of local urgent care centres to deal with minor injuries. The teams, made up of professionals from a wide range of services from social care and community nurses to GPs and therapists, will ensure the most 'at risk' patients are given a personal care plan and their own care co-ordinator so they get the services they need when they need them.

The plans have been built using advice from senior front-line health and care professionals both locally and from across the world. They are innovative and wide-ranging and LHAC claims no other counties have trialled such a root and branch reorganisation of services.

No full scale changes of the health and care system will be permanently put in place until the whole of Lincolnshire has been given to opportunity to have their say.

6.2. (Ian A) Unplanned Admissions – the practice has signed up to a government scheme where 200 of the most vulnerable patients will have individual care plans with the aim of keeping them out of A&E and inpatient care. An investment proposal has been submitted to the CCG for a member of staff to do this. This is linked to patients over 7

***Agreed:*** Ian will feedback when more is known.

6.3. (Ian A) Healthwatch Lincolnshire – nil to report except their work on DNAs.

6.4. (Alan G & Ian A) Apprenticeships and Work Experience – Ian A had spoken to the GPs who gave a positive response. Ian is currently looking at staffing and job descriptions and expects to link in the practicalities to this. In the mean time Alan G has arranged an August meeting at the Practice with the Prince's Trust, Health Education England and Health Education East Midlands to look at funding.

***Agreed:*** Ian A to confirm a date for the August meeting at the Practice with Health Education East Midlands.

6.5. (Ian A) Staffing – Increase in Reception Staff hours to give more cover. Part-time member of staff to undertake blood tests, etc.

6.6. (Ian A) Report in Telegraph – a patient/wife had rung for an appointment saying patient was very ill but not willing to give further details re: symptoms so was not given priority but told the Telegraph he should have had better treatment. Frustrating for the practice because if patient had said he needed an urgent appt this would have been passed to a GP who would then have rung him back. Patient evidently waited a further two days before taking himself to A&E. Ian considering options re: staff retraining.

**7. Any Other Business**

7.1. Alan G asked if it would be possible to have a member of practice staff at PPG meetings. Ian said that two are already on the virtual group, but that he had been thinking about members attending some meetings to explain their role/work; he would try to arrange one to attend the August meeting.

***Agreed:*** Ian to arrange.

- 7.2. Alan G asked if other members would be prepared to attend external meetings with him, with the aim of there being two PPG reps at meetings in order to widen participation and to strengthen accountability.  
***Agreed:** All present agreed to be willing.*
- 7.3. Ian A gave presentations of 'Put Patients First – Back General Practice' (Royal College of GPs) and 'Your GP Cares' campaign (BMA)
- 7.4. Ian A: Meeting scheduled for 21<sup>st</sup> Aug with Dr Alan Thomas re: electronic prescribing.
- 7.5. Ian A: Surgery is now open Thursday afternoons and usual hours are 8am to 7 pm 5 days a week
- 7.6. Ian A: The 'Family and Friends' test will have to be done by the Practice from December.
- 7.7. Alan G: asked if his forwarded emails to members also go to the virtual group. Ian A confirmed they do.  
***Agreed:** information will also go on the PPG website for virtual members and the public to be aware of.*
- 7.8. Pam asked Ian for PPG information to take to the church coffee morning. ***Agreed:** she will collect Monday morning.*
- 7.9. Len had sent out some sample posters and had some responses. Some discussion about preferences. ***Agreed:** Further comments to Len.*
- 7.10. Alan G said there had been a complaint made by a patient about the Practice that had been passed to him by a Chairperson of a nearby PPG. Alan G told the Chairperson to ask the patient to contact Ian A and he provided Ian's contact details.

**Date and time of next meeting**

Friday 29<sup>th</sup> August 2014 at 1.30pm in Merton Lodge