

Minutes February Committee Meeting, Alford Patient Participation Group

Friday 27th February 2015, 1.30pm at Merton Lodge Surgery, Alford, Lincolnshire

Attended:

PPG: Alan Gurbutt – Chair (AG), Hazel Bogg (HB) Sarah Harley (SH), Graham Marsh (GM), Pat Mowbray(PatM), Len Reeder (LR),

Practice: Ian Atkinson (IA) Guest: Martin Jago

Apologies: Pam Maplethorpe (PamM)

1. **Welcome and Introductions:** AG introduced Martin Jago (MJ), Lincs East CCG who had kindly agreed to come and talk to about a new mobile app 'My Health Lincolnshire'.
2. **'My Health Lincolnshire':** Martin gave a demo of the app explaining that it was currently under development and that comments and feedback would be welcome. It was designed as a self-help app for patients, relatives and carers to use with everything in one place e.g. 'Find a GP', 'Find a Pharmacy', and 'Find a Hospital'. Under buttons for 'I am ill' and 'My child is ill' information about various common conditions can be found with information on Self Care and with automatic links to information on 'NHS Choices' website. It is intended that information on Dentists will be added in future. Information re: long-term conditions to be added with podcasts, advice and guidance by local GPs, Clinical Nurse Specialists.

GM asked if non NHS practitioners e.g. Osteopaths, might be added.

AG suggested audio of text would be helpful.

LR suggested conditions not listed could be handled live on a 1:1 basis, say within 12 hrs. Martin felt this was likely to have significant staffing implications.

PatM asked about Carers, and Martin explained that an 'I'm a Carer' button was under development.

SH suggested a quick link 'desktop' icon. Also mentioned that app needs checking for broken links (already reported via the Readers' Panel).

Martin confirmed that an HTML link would be available so that the app could be accessed via our PPG website.

The link to look at the app under development is <http://my.healthlincs.siliconbuild3.co.uk> (broken link)

Martin handed round feedback forms for completion by members.

AG thanked Martin for coming. Martin then left the meeting.

3. **Minutes of the last Meeting:** For 30th January were approved by GM and seconded by PamM.
4. **Matters Arising from Last Meeting**
 - 4.1. **Student Placements:** **Action:** *Bring forward*
 - 4.2. **DNAs:** Details of percentages versus actual appointments and by age now available and will be sent out by email shortly. **Action:** *IA*
 - 4.3. **GP Meeting with CAMHS:** AG raised at PPG Chairs meeting on 24th Feb. And action was that the matter would be taken to the Board of Directors. **Action:** *AG to bring forward*
 - 4.4. **Writing to Labour Candidate:** AG has emailed Matthew Brown for Louth and Horncastle
 - 4.5. **PamM's write up for PPG Website:** Now done and on the website
 - 4.6. **Copy of PPG Achievements to PPG Website:** Completed.
 - 4.7. **Walk-in Service, Mondays and Fridays 9-11am:** GM has notified all relevant Parish Councils.

- 4.8. **Pull Cords for repair in Toilets**: Completed.
- 4.9. **Advanced Practitioner Appointments not available on-line**: **Action**: *Bring forward*
- 4.10. **PPG e-mail address**: AG has emailed out to members.
- 4.11. **Update to list of members on PPG website**: Actioned by AG
- 4.12. **Use of School Sports Hall Facilities Out of Hours**: **Action**: *Bring forward > May Election*
- 4.13. **AGM Date**: Ian suggests the last week in March or first week in April. Looking at venues and will advise.
- 4.14. **NHS England Bid**: Now submitted for new premises on a new site. Actual location not yet determined. GM suggested it would be a good idea to have some plans for a new build prepared so that something could be taken 'off the shelf' if required at short notice.
- 4.15. **Appointment Tests Sent in Error**: IA has actioned.

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

- 5.1. **Staffing**: Starting two weeks on Monday with one Receptionist at front to deal with patient enquiries and another in the back to take phone calls rather than front desk receptionist trying to deal with phone calls too.
- 5.2. **Family & Friends Test**: Received: Dec X 6, Jan X 5, Feb X 6. X 16 reported 'Extremely likely to recommend', X 1 'Likely to recommend'. Not many responses and might have receptionists handing out forms in future to try and improve.
- 5.3. **Pre-CQC advice**: Visit from Kate Pilton had been very helpful. Planned for 9-11am but actual was 9-3.30pm. Talked through requirements of what needed to be done. Kate had seemed quite impressed and feeling was there shouldn't be any issues. Representatives from Spilsby, Hawthorne, Stickney and Wainfleet had also attended and found session useful. **Action**: *IA to give presentation to our next meeting*
- 5.4. **De-cluttering Exercise**: had been productive.
- 5.5. **Over 75s Unplanned Admissions**: To end of January there had been a noticeable reduction in admissions to hospital. Care Co-ordinators might signpost people to other services, arrange a GP visit if needed. The list of the most vulnerable >75s (2% practice population 7500) was provided by NHS England and Care Plans were required for all 148; 125 completed to date.
- 5.6. **Triage Clinic, Mon & Fri 9-11**: Running since Nov. Receptionists advise patients if appropriate and patients then complete a form. 25 clinics in 3 months have seen 515 patients in total. A wide range of reasons for attendance. Outcomes: GP same day appointment, 48hr GP appointment, appointment within 7 days. Numbers attending are going up. Monitoring to continue for 2 to 3 months and then consideration whether to extend to a Wednesday. Anecdotally quite a few patients still not aware of the service. It is advertised on the waiting room information screen.

Action: *AG to check if clinics are advertised on the PPG website.*

6. **Members Feedback**

- 6.1. **GM**: Trying to make a future appointment but doctors' diaries were not set up so had had to ring three times to get the appointment. IA confirmed that diaries would be made up 6 weeks ahead in future.
- 6.2. **LR**: Asked about the previous suggestion that a member of the practice staff would attend a meeting. **Action**: *IA*
- 6.3. **LR**: Suggested PPG Drop in Sessions. AG suggested quarterly meetings in the public arena with speakers. IA agreed £20 of funding for this could be funded by the practice, if needed. Perhaps East Lincs CCG could demo the new 'My Health Lincolnshire' app on the practice laptop. Alford Access Centre could be a possible venue, or the Library or Corn Exchange. Information re: Dementia could be another topic. GM: venues need to be free if possible, e.g. Huttoft Village Hall could perhaps be used as a 'tester' session. **Action**: *LR and AG to work on this.*
- 6.4. **LR**: Asked if there was anything from the Suggestions Box. IA confirmed there had been nothing but that he checked it weekly.

6.5. **AG:** Meeting at Lincoln Library was about 'Books on Prescription' which helps patients and carers to manage health and wellbeing using self-help reading. The scheme is endorsed by health professionals and supported by public libraries. Recommended reading lists on a particular topic, e.g. Dementia, are listed in leaflets and publications are then available for anyone to borrow from the local library. The patient's GP/health professional may also recommend and prescribe the titles.

'Dementia Friendly Communities' was also a concept discussed and AG. He suggested that Alford PPG could take this up. GM expressed concerns in how the PPG can help e.g. not to breach confidentiality, and GPs are very busy. AG suggested involvement with practical services. GM suggested there would be costs involved, e.g. specialist training and nurses. LR to 'champion' as he is already signed up as a 'Dementia Friend'. LR to discuss at a visit to the Access Centre. **Action:** LR

6.6. **AG:** Attended PPG Chairs' Meeting where DNAs were the main topic.

6.7. **AG:** Still awaiting Information re: CAMHS.

6.8. **AG:** Expressed thanks to LR for printing and delivering copies of the newsletter around town.

6.9. **AG:** Has been invited to join East Lincs CCG Patient Council which meets twice a year. Aim is to scrutinise the PPG and to take issues and opinions forward. All members were very happy for AG to do this.

7. **Any Other Business**

7.1. IA said that he would be submitting monthly written complaints report to the group in future. In Feb there had been 6. Three had been sorted within a few days and the other three were ongoing. All concerned patient treatment and were in hand with the relevant GPs; two of these had been referred to the Medical Defence Union which deals with unresolved complaints concerning treatment.

8. **Date and time of next meeting:** 1.30pm Friday 27th March, 2015 at Merton Lodge.