

MUNRO MEDICAL CENTRE PATIENT GROUP MEETING
MONDAY 10TH NOVEMBER 2014-11-16
MINUTES

PRESENT: The Chairman & 13 members. 2 management and 1 GP

1. CHAIRMANS WELCOME

The chairman welcomed everyone & was pleased to see so many attendees.

Apologies: 1 member

2. MINUTES OF MEETING HELD 15TH SEPTEMBER

These were agreed as true record.

3. MATTERS ARISING

Wheelchair Access – over auto door threshold, company have been back and reviewed it, not a simple solution, does cause problem for some users. Will keep under review.

Aids/ Crutches –It was confirmed that these can be taken to Johnson Hospital if they have a bar code on them. Larger items should be returned to the original provider.

Election of Chair & secretary – agreed to leave this process until 2015 to allow new members a few meetings to settle in. The chairman & secretary will continue as is for the time being.

4. LINCOLNSHIRE HEALTH & CARE PRESENTATION AT JOHNSON ON 15TH OCTOBER.

The chairman updated the group on the above. There had been good attendance at this meeting from our group, the largest from any practice, which was very encouraging & shows that people are interested. The chairman had distributed attachments related to the meeting.

Gary Thompson the CEO of South Lincs CCG (clinical commissioning group) was speaking at the meeting. Greater east midlands commissioning support unit known as “GEM” are commissioned by the CCG and are looking into NHS patient Choice, this is where patients can choose the hospital and/or consultant they want to be referred to; at the meeting on 15th October few people were aware of it, however at MMC’s meeting several members had used it to book hospital appointments and had found it a good system. A member shared her positive experience with the group where she had been able to attend a hospital out of county, that enabled her to convalesce with relatives.

GEMS will distribute their reports to PPG’s - Can PPG’s help to raise the awareness of “choice”?

Lincs Health & Care Group is looking at efficiency of the budget for the 720,000 residents, if things stay the same there will be a huge financial deficit in 5 years time.

They are looking at integrating care, community teams have been formed by some practices, bringing together and co-ordinating patient care; this would include therapy, mental health, social services, community services as well as GP services. Patients should have 1 contact who will co-ordinate their care. This is currently being undertaken by a few "early adopter" practices, it is expected that others will adopt this in the future. All expected to be in place by April 16.

Urgent Care Centres – looking at 24hr 7 day access.

Phase 1 has been completed and this was to produce a "blue print"

Phase 2 will be public consultation, it is not thought that this will happen now until later in 2015 following government election.

Phase 3 will be implementation following the consultation.

Other matters in the review are buildings & property and access to more specialist care across Lincolnshire.

There are known difficulties in recruiting staff to rural Lincolnshire.

Re- Design of services under the following 4 headings is planned

1. Preventative Measure
2. Elective Surgery – things that are planned i.e.: hip replacements
3. Acute services A&E, emergency care
4. Women & Children – maternity & paediatric services.

LHAC (Lincolnshire Health & Care) will feedback to PPG's via PPIC (patient & public involvement committee).

Gary Thompson will report back in April 2015.

A member recommended the circular on slide 8 of the attachments gave a good example of the one point of contact. – this is available on the practice website on the 'Noticeboard' segment.

A member asked if anyone had any knowledge of A&E at Pilgrim closing as there had been rumours regarding having to travel to Lincoln. No information on this.

5. MUNRO MEDICAL CENTRE NEWS

FLU CAMPAIGN UPDATE – 4,300 vaccines given so far. The raffle & donations raised £1085.23 for the equipment fund. Management thanked the volunteers from the group that helped on the Saturday.

STAFFING – Dr Charlene Williams starts on 17th November on a full time permanent basis & replaces Dr Bissonauth. Dr Atun, GP registrar leaves this week.

GP QUESTIONNAIRE UPDATE – these are almost finished, we hope to have some results for next meeting.

FEEDBACK FORMS – We have been collecting these, they are being added to an anonymous spreadsheet and will be shared with the group.

FFT – FRIENDS & FAMILY TEST - the practice has to start collecting this information as part of its contract from 1st December, patients will be asked to complete this in the Practice & on-line saying how likely they are to recommend the Practice, plus one other question.

CQC – there is a possibility that the Practice will receive an inspection visit in December, a member of the patient group will be asked to attend at sometime.

DATES FOR 2015 – Management circulated a list of dates for 2015 on the same basis as this year. The group were asked to put forward any ideas/areas for speakers for 2015. It was suggested that some members from the practice team i.e. triage could attend. A member mentioned the respiratory team as she wasn't aware of this service.

ELECTRONIC PRESCRIBING – we are moving forward with this and have been accepted for the next implementation, we will have full information and update in January.

MUSIC IN WAITING ROOM – We can now receive radio stations & are playing Tulip radio, we have good relations with them for advertising services, like the flu clinics. There has been positive feedback from patients, those at the group meeting & the staff.

6. NEWSLETTER ITEMS

The editor will use items from the above update. Management had dna (did not attend) figures for the ¼ but will do the 4 month period. The newsletter will be out in approx 2 weeks.

7. AOB

A member asked if you could tell how many “hits” the newsletter had, it was felt that the newsletter is not that visible in the waiting room.

A member asked if he could bring in “All about me” booklets to the practice, some members had seen these before, some were distributed some amongst members; these are for patients to fill in to stay with them in case they are taken ill/visited by different services and gives important/relevant information on a range of things: -What they like to eat, any pets that may need looking after/ if a spouse or partner will have special needs should the patient or carer be away from home. The reception staff are giving them out & it was reported that they had discussed having a carers champion in the practice etc.

A member reported that they are still pushing to get 1 phone number for medical staff and patients to be able to access services; this would again come back to the neighbourhood team set-up.

DATE & TIME OF NEXT MEETING – MONDAY 12TH JANUARY

2015 DATES

MONDAY 9TH MARCH

MONDAY 18TH MAY

MONDAY 13TH JULY

MONDAY 14TH SEPTEMBER

MONDAY 9TH NOVEMBER