

## MUNRO MEDICAL CENTRE

### Patient Core Group Meeting

Monday 13<sup>th</sup> November 2017

#### MINUTES

Present: Roger Perkins (Acting Chair), Anthony Cronin (Newsletter Editor), Frank & Bernie Blades, Janet Burgess, Veronica Cowan, Steve Colby, Lisa Jones (MMC – Acting in Debbie Herd's absence), Theresa Hare attended from 6:55pm

1. Chairman's Introduction/Welcome
2. Apologies: Joan Reeve & Debbie Herd
3. Minutes of last meeting - Agreed and signed by Steve & Veronica
4. Matters Arising – Patient Survey, accepted by all to run from 17/11/17 – 12/01/18, the data will be finalised in March 2018. Steve offered to come into the practice with an ipad to aid people to do the survey online. Volunteers from the group will come into the surgery to distribute the paper copies to patients. We agreed Mondays and Thursdays would be appropriate to conduct the surveys in the surgery. The waiting room screens are not updated – Lisa explained we are awaiting technical training; Anthony offered to come in to have a look at the software until that occurs, Lisa will contact Anthony.
5. Cluster Group Meeting – Anthony discussed 'NAPP' (National Association of Patient Participation) and PPG's belonging to these groups to achieve patient's feedback via cluster groups. Anthony will act as a representative on the PPG's behalf to NAPP and feedback to the group. Anthony gave feedback on the ECIPC event that he and Debbie Herd attended re: CQC regime and how they will be re-visiting practices. Slides from CEO of NAPP highlighted the value and importance of PPG's. Anthony also suggested a representative from the group to be present at a proposed CQC visit. We will inform Anthony of next visit.
6. No issues with Newsletter – as per Anthony  
Lisa gave figures and percentages of the Friends & family and also updated on flu figures.
7. Lisa proposed the 2018 meeting dates, group suggested the meetings to take place on a Wednesday evening rather than a Monday, Lisa's proposed days provisionally changed from a Monday to a Wednesday; as follows: 10/01, 14/03, 16/05, 11/07, 12/09, 14/11. TBC with Debbie Herd's approval.

8. Theresa Hare gave a brief synopsis of the recent CCG visit. Theresa also touched base with the planning application re: Pinchbeck and formally stated that if we aren't granted permission to extend then the site will officially close.  
Janet Burgess suggested a brief presentation on additional services we offer i.e:  
Cancer care reviews.  
GP Federation – Anthony queried why there was no input from federation at Cluster Group meetings, Lisa will email Ian Robinson and ask him to liaise with Anthony.

Meeting closed at 8:05pm