

MUNRO MEDICAL CENTRE

Minutes of a meeting of the

Patient Core Group

held on Monday 11th July 2016 in the Practice Meeting Room

Present:- Paul (Chairman):- Connie (Secretary):-Frank :-Bernie :-Wendy :-Veronica :-Richard :-
Anthony (Newsletter Editor):-Roger :-
Debbie (Practice Manager) Sophie:-(Assistant Practice Manager)
Dr Wheatley arrived at 6.30p.m.,after the end of his surgery.

Item

1 Chairman's Welcome

Paul welcomed members and thanked them for attending.

2 Apologies for Absence and Secretary's Report

Apologies were received from:- Doreen & Roy –Janet – Joan – Jane
Connie gave her thoughts on the June 2nd meeting as she felt that the meeting
diversified from the reason it was called, due to some not attending the
previous Core Group meeting and misunderstanding the email reminder.

3 Minutes of the meeting held on March 14th 2016

Agreed as a true record and proposed by Richard
Seconded by:-Wendy

4 Matters Arising

All matters will be dealt with in the Chairman's report

5 Chairman's Report

In order to remove the confusion between a Reference Group and a
Participation Group it was agreed that we will now refer to ourselves as a
Patient Group

The Alliance management group is in place and legal and funding issues are
being addressed. Primary care possible contracts have been identified and
will be discussed with the Clinical Commissioning Group.

Nothing has commenced yet regarding the overall workings of the Alliance as
there are further consultations between the practices to be made later in the
year.

There are many issues to be discussed and further progress reports will be
made to the Core Group as the Alliance develops.

LHAC (Lincolnshire Health and Care)– a paper will be issued later in the year
for public consultation. The Chairman reported that much still needs to be
done by the LHAC team before NHS England agrees to the public consultation
and the deadline has been given of October 2016, after which NHS England
may well take over the project and force through the radical changes it
considers is needed in Lincolnshire.

The outcome of the June meeting that was called for suggestions from
members as to how the group can have more involvement with the surgery

was as follows:-

The Patient Group notice board to be relocated and maintained by the Patient Group, with literature dispensers for Patient Group Newsletters and copy Minutes, to be purchased and placed by the Notice Board

Proposed a new email group be set up and maintained by the Patient Group to send out Newsletters, Minutes and surveys etc. Anthony primarily will be looking after this.

Anthony will also create a Facebook page.

Volunteers will be needed to promote the Group at the Surgery on occasions. Interested members to notify Connie.

It was also suggested that we have a Readers Panel who will proof read practice produced literature to ensure that it is clear from a Patients perspective.

Paul feels that the aforementioned ideas should help the group move forward during the next twelve months.

Frank distributed the last Carers newsletter as the current group has now been disbanded due to a change in provider.

Frank asked why Specimen Bottles are now chargeable. Doctor Wheatley explained that the NHS stopped providing these bottles freely during 2011 and since then the cost has been borne by the Practice. Due to the excessive number of bottles now being taken, a charge is being made for any bottles not requested by a Doctor or Nurse in Munro Practice.

6 Munro Medical Centre News

It was reported that 115 Friends and Family forms were completed with 90% indicating that they would recommend the surgery (3% did not know!)

Two years ago the surgery received a negative intelligence Monitoring Report (prepared from statistical data available on the surgery). The latest IMR report from CQC has been more positive and the surgery is working on further improvements.

The physiotherapy services in the surgery have had a positive patient response and are being extended to the Pinchbeck surgery. It is intended to develop the Pinchbeck premises and funding from NHS is being sought for this.

Dr Wheatley reported that working practices were being reviewed in the light of the continuing increase in demand for medical services and the difficulties in recruiting doctors and professional staff which is a national problem. More duties will be taken on by properly qualified nurses and patients will get telephone calls from doctors where appropriate to save unnecessary appointments. The surgery's plans are being implemented with a view to meeting the requirement for a patient to be able to be seen by a doctor within a two week time period in a non-emergency case.

Dr Wheatley further reported that for some time the surgery had not met the national target for 'patient health checks' for 40 – 75 year olds who should be

reviewed every 5 years. A system has been devised to move towards meeting the national target.

The surgery also wishes to do better with immunisation campaigns where a programme has been devised to improve take up.

In addition the surgery is looking at improving health checks on patients with known learning difficulties (1½% of Munro patients). A programme has been set up for autumn implementation.

An experienced paramedic – James Wareham – has joined the practice and will be making home visits and adding to the nursing expertise. This is part of the programme to ensure patients receive more immediate treatment rather than waiting for a doctor.

Dr Flint (G P Registrar) is to stay on in November when training is completed. Dr Graham will be joining the practice when she moves from the Little Practice in Stamford and will take on Dr Hamblin's Patient list.

7 Newsletter Update

The next Newsletter will be in September.

8 Any Other Business

Dr Wheatley stated that the Patient Group was seen as an important addition to the practice for discussion with patients. He had been doing some research and produced a NAPP (National Association for Patient Participation) publication ' Growing patient participation' – 21 ways to help your practice thrive. He asked that it be copied to all Core Group members for information, and indicated that the practice would support the group going forward. He highlighted that practices had drawn attention to issues with primary care funding and recruitment difficulties to the 'authorities' without much success, and that one area that may be of interest to our group was the possibility to act as a lobbying group to help reinforce what the practices have been saying. Other ideas in the publication may also be considered.

There being no further business the meeting closed at 7.25p.m.

Date and time of next meeting:-Monday 12th September 2016 at 6.00p.m.

Chairman.....Date.....