

# MUNRO MEDICAL CENTRE

## Minutes of a meeting of the Patient Core Group

held on Monday 15<sup>th</sup> May 2017 in the Practice Meeting Room

Present:- Paul (Chairman):- Connie (Secretary):-Frank:- Janet : -Steve :-Veronica :-Richard :-  
Anthony (Newsletter Editor):-Roger  
Debbie Herd (Practice Manager)  
Dr Wheatley ( Practice Partner)

Item

1 Chairman's Welcome

Paul welcomed members and advised that Dr Wheatley would be arriving between surgery appointments.

This incorporates Item 4 (Matters Arising)

There had been a clinicians meeting on 16<sup>th</sup> March as reported in the minutes and ideas from Munro had been taken to the other two practices in Spalding - namely Beechfield and Pennygate but nothing further has been heard.

Debbie advised that Munro have had confirmation that the funding for the Pinchbeck Surgery extension has been 'rolled over' to March 2018 and an appeal against the planning refusal will be instituted.

Steve asked about ear syringing and Debbie replied that the surgery was hoping to resume this service in the not too distant future.

2 Apologies for absence and Secretary's report

Apologies were received from:-Doreen & Roy Bernie and Wendy

Dr Wheatley arrived and due to further appointments Paul asked Dr Wheatley to give his report before commencing with the Agenda.

Dr Wheatley confirmed the news on Pinchbeck surgery.

After the Cyber attack on Friday affecting many NHS trusts and surgeries Dr Wheatley said that most work stations were running today albeit very slowly. but only emergencies were being dealt with due to being unable to access patients records. Appointments should be back to normal by Tuesday.

A third Paramedic had been appointed and also 2 new treatment room nurses.

Dr Harriet Morgan has just been appointed and started this week taking on Dr Hamblin's patients.

Dr Solar will be joining the practice late May/June after ratification of his qualifications by the governing NHS body.

Paul asked Dr Wheatley if there has been any impact regarding ULHT performance and being in special measures. Dr Wheatley replied that more patients are opting to go to Peterborough which is patient's choice.

Dr Wheatley then left the meeting.

3 Minutes of Meeting held on 16<sup>th</sup> January 2017

Agreed as a true record – Proposed by:-Richard – Seconded by:-Janet

4 Matters Arising

Nothing further to report

5 Chairman's Report

Paul advised that there is a Carers Event At Lincoln University on Friday 16<sup>th</sup> June 2017 t 9.30 – 12.00., and gave the contact number for any member interested to register.

ULHT is back in special measures following a CQC inspection.

Following the Cluster Group meeting it was reported that no surgeries have yet been briefed on the STP (Sustainability and Transformation Plan). Transport is a big issue and the Cluster Group are trying to get more contact.

Non critical hard of hearing services have now been sub contracted out to three companies.

No further news on the G P Alliance.

Health Education events - Crowland surgery have a respiratory event in June

Lakeside at Stamford have a Parenting event ( 0 -5 year olds) in September/October

Living with Diabetes 11<sup>th</sup> July in Spalding and also in Stamford in September/October.

## 6 Munro Medical Centre News

Debbie gave the Friends and Family survey update figures and Anthony asked if this is necessary every month. Debbie replied that it is necessary as various questions are asked by patients which must be answered.

Future projects were put to the Group that the practice would like us to be involved in.

A survey has not been done for the past 3 years and it is suggested that the Group should help organise and suggest questions for a survey to perhaps be ready for the Autumn. The Group could co-ordinate the results and Anthony will look into co-ordinating the results electronically.

A survey is needed to get patients feed-back on all aspects of the practice.

Maybe next year the patient group may like to organise their own survey for the patients.

A new Carers notice board and Patient Group Notice Board is being sited in the waiting room to make information more accessible to patients.

Lisa will co-ordinate with Frank to arrange some dates for Carers information to be given to patients and also advise group members who are willing to come and help.

Carers week is on 18<sup>th</sup> – 21<sup>st</sup> June.

Paul will organise a working group with any members interested to put together patients views on changes suggested in the STP which will be sent on to the CCG. It is of utmost importance to put any views forward as certain parts of the STP have to go to public consultation. Paul thinks a group could get together to pose questions to the CCG on various aspects that they do not seem to have covered.

Steve asked where this is coming from and Paul said that all 44 regions have come up with the plan i.e. Principal Care – Acute Care – Carers.

Questions must be asked re Social Services and Transport etc.

Information can be read on-line as there is a very long document of information and Paul will try and obtain hard copies for the committee.

It has been suggested that quarterly meetings instead of bi-monthly could be implemented and after discussion of what has gone before this evening it has been decided to leave the meetings for July and September as planned and to amend to quarterly in 2018.

## 7 Newsletter Update

Debbie will let Anthony have all the relevant news for the next newsletter.

Anthony advised that an event for Diabetes has been arranged by Diabetes UK at the South Holland Centre on July 11<sup>th</sup> from 1 – 4.00p.m. and there will be representative speakers including one from Munro Practice. There is also an event in the market place on July 4<sup>th</sup> to promote this and volunteers will be required to help at either.

Anthony will email the group and ask for any willing volunteers to let him know in order that he can advise the organisers. Flyers will be sent out.

## 8 Any Other Business

Steve thanked the nurses who helped out on the organised Blood Pressure Day.

There being no further business the meeting closed at 7.40p.m.

**Date and time of next meeting:-Monday 10<sup>th</sup> July 2017 at 6.00p.m.**

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