

MUNRO MEDICAL CENTRE
PATIENT GROUP MINUTES
HELD MONDAY 14TH JULY 2014

PRESENT: - Chairman & 4 members. 2 Management members & 1 GP

1. Chairman's Welcome: - The Chairman welcomed all to the meeting and introduced Annette Atkinson from Healthwatch. We started the meeting with item 3.

2. Apologies For Absence & Secretary Report

Apologies: 3 members

3. Annette Atkinson

Annette reported that she is the Liaison Manager at Healthwatch, her role is linking groups together.

Since January 2014 Annette has covered South Lincs as community engagement officer, which means she works with all community groups and allows local people to have their voices heard. Annette takes feedback/comments from the community groups and individuals and reports these to other groups such as those commissioning(purchasing) services on behalf of local people; this in turn will help to influence those services.

Annette distributed some leaflets regarding Healthwatch, anyone can contact Healthwatch

Healthwatch engages with Fiona Loft, Engagement Officer for the CCG. Any information collected from patients/community is collated and reported at the end of the month. Any specific comments regarding individual practices will be sent to Practice Managers from Annette for information or action depending on the subject.

Healthwatch "Enter & View" – their role is to visit any provider of a service that is commissioned in the area. It is not an inspection but to gain experiences of patients, service users, carers etc. The healthwatch team work with the service provider during and after the visit. A report will be completed and signed off, the process takes 4-5 weeks. Any reports are available for the public to see on healthwatch website. A member of the PRG is on the Enter & View panel, but has not undertaken any visits yet.

CARERS – A member wanted to emphasise that the members model has resulted in the carers support that is now available and that this all happened through the Practice; the group acknowledged this and added it was all down to the members hard work & dedication based on his own experiences.

The Practice is trying to promote the carers forms/assessments.

Annette was thanked for her attendance and left the meeting.

4. Minutes of Last Meeting

A member had previously given apologies for both May & July meetings; this was not recorded in May minutes.

5. Matters Arising

Re – Fiona Loft – The Chairman reported that he had written to Michelle Tilling in support of Fiona's role.

6. Munro Medical Centre News

Pink Pants Campaign – the practice is advertising this to try and increase awareness and uptake in cytology/smears for women.

Questionnaires – one of the things we agreed for this year was to survey patients on some specific areas regarding their consultations with GP's. This is planned to start in September.

Audit – The practice had undertaken an audit on outpatient letters. The results were circulated that showed the date of clinic, typed and received by the Practice. There were considerable delays from patients being seen to the Practice receiving the correspondence.

The Chairman explained that the PPIC (patient & public involvement committee) meets ¼ly and has attendees from each Practice in the cluster. Each Practice was requested to take one issue to the group and 3 would be taken forward to the clinical commissioning quality group. The out patient letters is being taken forward; further investigation will take place and will be addressed with the hospitals/clinics.

7. Newsletter Items

The editor requested any additional items.

Update DNA

Info to patients regarding not over-stocking drugs

Sharps(needle/syringe) bins – inform patient where to take full ones – not MMC

Return of crutches/aids

8. Update on PPG Membership

It was reported that the recruitment was due to close Mid June, however interest had been very slow and therefore we agreed to keep it open longer, interest was increasing.

Currently 10 members have moved/left and there are 29 showing interest in joining which will make a total of 106.

It was agreed to have meeting to invite the new applicants.

9. AOB

The editor reported that Spring newsletter didn't seem to appear on the website. Information regarding Dr Ulla was also still currently on there. To action.

E.mail has changed, this was not known by the Practice until it happened. This was investigated.

It was reported that the lip on the new auto door was still quite difficult to negotiate. This is due to be reviewed by company.

The Chairman reported that an 84 yr old lady said that she had received a letter to say that she was only allowed to see a specific doctor, he had not seen the letter. It was suggested that this could be a letter informing patient (all those aged 75 and over) who her usual doctor was, but this specifically says that this does not mean that this is the only person you will see.

Date Of Next Meeting

Monday 15th September

We have Clive Yates from Carers Partnership and Tim Bazaki Chair from Beechfield Practice attending.