

MUNRO MEDICAL CENTRE  
PATIENT GROUP MINUTES  
HELD MONDAY 19<sup>TH</sup> MAY 2014

**PRESENT:** Chairman & 5 members  
2 Management Members

**APOLOGIES:** 1 Member

**Attendees:** Fiona Loft, Engagement Officer for South Lincs CCG. Peter Skelton as representative and volunteer of Voluntary Car Scheme.

**1. Chairmans Welcome** – The Chairman and introduced Fiona and Peter to the group. We went to items 3 & 4 first.

**2. Apologies and Secretary's Report**  
Apologies were left for 1 Member.

**3. Fiona Loft, Engagement Officer for South Lincolnshire CCG**

Fiona explained her position within the Clinical Commissioning Group with a remit to support Local PPGs. She is based in Stamford and has been in post since Jan 14, this is currently a short term post.

There are 15 Practices making up the South Lincs CCG, 13 of those Practices have PPG's. The PPG's are all different, some fundraising, some just virtual some face to face or combinations of these.

Fiona attends various meetings including PPIC patient & public involvement committee of which the Chairman also attends. Fiona reported that her work centres on supporting the local PPG's and getting the public involved as much as possible, looking and shaping new services/projects and reporting on existing services.

Fiona talked us through some handouts explaining the geographical area she covers (approx a population of 161,000) and the links to other health care services.

Fiona also explained the options available for patients to report their experiences – good or bad; this can be done through, Healthwatch, PALS /PPG's/GP or The Patient Opinion web site which is linked to NHS Choices. [www.patientopinion.org.uk](http://www.patientopinion.org.uk) Fiona explained that she receives all the feedback and reviews and reports on it.

Individuals can join the "view point panel" if they are interested in a particular subject/project.

The Chairman reported that he went to Healthwatch Stamford meeting, it was well attended but there is still confusion over "who is who" but that Fiona is now that link between the various groups and commissioners.

The group thanked Fiona for her time and the PPG felt they should support actively support the future of Fiona's role with her employers - The Chairman is to pass-on comments. Fiona left the meeting

#### **4. Voluntary Car Service**

Peter Skelton had kindly offered to come in and explain how the service works.

Peter is a voluntary driver himself, Iris Landen is the co-ordinator . The scheme is actually the South Holland Parish Car Scheme and should not be confused with NSL – the Hospital Car Scheme.

Areas covered are Sutton Bridge, Long Sutton, Holbeach, Moulton, Weston, Cowbit, Crowland and Spalding, but Pinchbeck is not in the scheme.

The scheme will carry anyone needing travel for a medical purpose and this does include taking someone to visit someone in hospital or nursing home. It is usually a take/ wait/return service, 35p per mile, minimum charge £4.00.

Bookings should be made well in advance where possible by ringing Iris Landen Mon-Fri between 9am – 12 and 2pm-4pm, she will take details and ring client back with arrangements.

As an example Pilgrim cost approx £13-14. Peterborough £14-16 depending on where client lives.

The car service has a committee; they have to apply to the county council to receive a grant of 10p per mile.

There are 14 – 16 drivers, all drivers CRB checked. During April there were 318 journeys made by 6-8 drivers there were also an additional 37 cancellations in this period. Peter reported that they can take 2 clients together if the timings match etc.

Some cars can take wheelchairs and most can take walking aids etc.

Peter left the group with some handouts with relevant information, he was thanked for his time. Peter left the meeting.

#### **5. Minutes Of Last Meeting**

AOB - It was noted that Welland Seniors were "attending", not "holding" the diabetic event, A Member reported that this was well attended and a good event.

Data Sharing – The Assistant Practice Manager had done an explanation of the 3 data sharing modules and will send out to the group.

Minutes then agreed and seconded.

#### **6. Matters Arising – Nil to raise**

#### **7. Munro Medical Centre News**

Auto doors, had some teething problems and report of difficulty with pushing wheelchairs over threshold, there has been an adjustment made by supplier and will be monitored.

#### 8. Newsletter Items

Spring newsletter out and circulated , any items for next Newsletter to the Editor.

#### 9. Update on PRG Membership

It was reported that the membership recruitment is open until mid June. Notices placed around Practice, and on the internet, we shall be using e-mail and text messaging also. As yet the response has been poor. Review in June.

#### 10. Any Other Business

A Member mentioned difficulty for some patients in their jobs to attend appointments in the daytime (for example, builders) we discussed evening pre-bookable appointments but these are usually taken for more "routine appointments. A discussion took place on access and preventing people attending A&E etc, there is work underway through the CCG to look at this and Practices working together.

A Member asked if the group would like Clive Yates – Lincolnshire Partnership to attend our meeting, the group agreed and his details will be passed on to the Practice Manager.

Date & Time of Next Meeting - Monday July 14th