

MUNRO MEDICAL CENTRE

Minutes of a meeting of the Patient Reference Core Group held on

Monday 15th July 2013 in the Practice Meeting Room

Present:- Chairman, Secretary and 6 PRG members
3 Management members

Item	Action
1	<u>Chairman's Welcome</u> The Chairman opened the meeting thanking all present for attending.
2	<u>Apologies for Absence and Secretary's Report</u> Apologies from 2 members The secretary expressed thanks to the Practice Assistant Manager for putting the minutes onto the website so promptly.
3	<u>Minutes of the meetings held on May 20th 2013</u> These were agreed and seconded.
4	<u>Matters Arising</u> The Chairman said that he and any other PRG members had been invited by the Holbeach practice PPG to accompany them on a visit to Fitzwilliam Hospital on August 21 st 2013; and after a tour of the facilities a room would be available for their meeting. A time has yet to be confirmed. A member asked regarding the Ambulance service problems and the practice Manager replied that there was still no news. Discussion ensued and the senior doctor present said that as yet no decisions have been made. A member asked if the matter raised at the last meeting in May regarding the Blood test appointment waiting time at the Johnson had been discussed by the practice with the hospital and it was confirmed this has been addressed.
5	<u>Munro Medical Centre News</u> The Practice Manager said that the Ultra Sound Service had not been a success and the company were now withdrawing this service from Lincolnshire. There are a number of these services in the area hence this withdrawal will not adversely effect patients. A new Patient Information leaflet has been produced and copies were passed around the members for perusal. There are still a few amendments to be made before it is put onto the website. It was suggested that the Annual Practice Questionnaire should be ready to be distributed when the flu clinics are held in October as this should generate a greater number of responses. It was thought that as well as the core PRG the wider group must be asked for any questions they think would be relevant to be included A member said that she felt some of the wider group had not been informed previously probably due to the fact of not having an email address. There is a further survey that needs be put to patients regarding travel to the surgery. This must be done as it was a condition of the Planning Permission for the practice extension. PRG members would wish to participate in a rota to attend during patient appointment times to hand these surveys out and advise patients regarding

the PRG involvement. This was readily agreed by members and the Practice Management.

The Practice Manager will let the secretary know when the survey questionnaire needs to be implemented and she will then email PRG members for them to offer convenient dates for her to draw up a rota. The assistant Practice Manager will circulate via email the guide produced by the CQC on how PRGs Interact with their respective practice.

6 Autumn Newsletter Ideas

The newsletter editor said the Autumn Newsletter will not be distributed until after our next PRG meeting. There are a number of topics for inclusion that the Practice Manager will provide more details for at the next meeting. Call Connect will be included. Any other ideas please send to the Newsletter editor..

7 Age UK & First Contact Presentation

The Chairman introduced Jayne Thomas from Age UK who had come along to introduce us to the organisation. Although there are many organisations in our area there are still some folk who do not know who to call for help and advice on various benefits that they may be entitled to. First Contact have a leaflet / questionnaire which by answering a few questions will enable people to be put in touch with the services that could be beneficial to them. Basically Age UK works with organisations supporting people and Jayne distributed the 'Good Life Guide' detailing much information on the foregoing. The Chairman thanked Jayne for attending the meeting and highlighting this information that members can pass on.

8 Any Other Business

The Practice Manager handed round some literature on the South Lincolnshire Clinical Commissioning Group detailing the role of the group and their visions for the future for South Holland.

The Secretary pointed out a discrepancy on the scrolls at the bottom of the surgery screens and Sophie will investigate and put this right.

There being no further the meeting closed at 7.10p.m.

9 Date and time of next meeting

MONDAY 9th SEPTEMBER 2013 AT 6.00p.m.

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