

MUNRO MEDICAL CENTRE

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

Monday 20th May 2013 in the Practice Meeting Room

Present:- Chairman, Secretary:- Six Members

Practice Manager – Three Practice Management staff

The new Assistant Practice Management assistant was introduced to the group

Item

Action

1 Chairman's Welcome

The Chairman opened the meeting and thanked all members present for attending and welcomed Sophie to the meeting.

2 Apologies for Absence and Secretary's Report

Two apologies were received

3 Minutes of the meetings held on February 11th 2013

Agreed as a true record and proposed and seconded.

4 Matters Arising

The Chairman said that he had received an invitation from the Holbeach Practice to attend their PRG meeting on April 24th 2013, which he attended together with another member. He then advised of the various activities and future proposals that Holbeach Practice were intending, One such proposal was visits to organisations and/or hospitals to see behind the scenes. The Practice Manager replied that similar events could be organised for our PRG or speakers arranged if requested by any member.

The problem with the 'Ads' on the waiting room screens was being looked into by the Assistant Practice Manager.

The Practice Manager advised that the Orthopaedic service on Fridays was going very well; but the Ultra Sound service was slow at present as there were many providers of this in the area.

A member queried the long wait for an appointment for a blood test at the Johnson Hospital, which is usually 2 weeks. He had to wait longer for this and has heard of other people with a similar problem. The Practice Manager will look into this and contact the appropriate booking Department.

The Chairman advised regarding the First Contact event at Surfleet Village Hall on Thursday May 23rd to which all were welcome.

The EMAS service discussions are ongoing. Further updates will be communicated by The Practice Manager when known.

The Chairman asked that if any members had topics they wished discussed at

a future meeting to please advise the Secretary.

5 Clinical Commissioning Group – Information for the Group, Who are they? What do they do?

The Senior Partner was unable to attend the meeting until 7.00p.m., but his comments are recorded in the order as per the Agenda.

The CCG has now replaced the PCT. There are 4 CCGs in Lincolnshire, each consists of 6 G.P's ,2 Lay members, 1 Hospital consultant, 1 chief financial officer and 1 chief officer, the latter 2 officers being appointed by the department of health. These groups are responsible for commissioning services for patients, within their assigned budget for their respective areas.

The services are still on a 'Choose and Book' system but where the PCT was responsible for medical practices the CCG is not.

The Senior Partner was asked if it was now a better system and his reply was that potentially 'Yes' but time will tell.

Further questions were put to the Senior Partner by members to which he answered as accurately as possible given that time will tell as the new group gets established.

6 Munro Medical Centre news

The Practice Manager said that there is now a Care Quality Commission to which all practices must be registered together with details of all the services provided by them. The CQC can carry out an inspection of a practice at 48 hours notice and can also make ad hoc visits.

A member reported on the successful completion of his 10 year 'Journey' to have the United Lincolnshire Hospitals NHS Trust include a policy on 'Involving Carers in Planning for discharge' He distributed the Lincolnshire Carers & Young Carers Partnership newsletter (issue 28) that reported this success and adoption of the policy by ULH NHS Trust. The members gave heartfelt thanks to Frank on this achievement.

The Practice Manager said that a feasibility study had been done on Pinchbeck Surgery and a considerable investment would have to be made in order to extend the services offered there. Costings were being obtained on various options.

A quote has been obtained for automated front doors for Munro.

The Practice Manager passed various items to the Newsletter Editor for inclusion in the June Newsletter.

7 Survey Results Meeting March 19th. Lack of attendance

The Practice Manager had sent emails and letters to the 90 or so members who wished to be kept informed but unfortunately only 3 attended as well as the core group.

The core group members wished to be involved in handing out questionnaires and newsletters which would hopefully see more patients interested.

The Chairman said that our next meeting in July should include discussion on next year's survey.

8 Summer Newsletter Content

The Newsletter Editor advised on the items he had included so far which were agreed and the Assistant Practice Manager will update the Editor on missed appointments etc., for inclusion.

9 Summary Minutes for website

The Secretary asked if the summary minutes she had sent to the previous Assistant Practice Manager for the website had been handed over. This had not been done and the new Assistant Practice Manager asked that they be sent to her for action.

10 Any Other Business

The Chairman reminded members that the Lincs Carers have an event at Lincolnshire Show Ground on Wednesday and Thursday 19th/20th June between 9.00a.m. and 4.00p.m.

The Chairman stated that Lincolnshire Community Health Services NHS Trust is seeking comment on the draft 'Quality Account for 2012/13' document/report – the consultation period closes on Thursday 20th June. The draft report is available from website www.lincolnshirecommunityhealthservices.nhs.uk and follow link 'Surveys and Consultations' to 'Current Consultations' should anyone wish to comment on the draft.

11 The date of the next meeting will be Monday 15th July 2013

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

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