

MUNRO MEDICAL CENTRE

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

Monday 9th September 2013 in the Practice Meeting Room

Present:- Chairman, Secretary and 6 members

2 Management Members

Item	Action
1	<p><u>Chairman's Welcome</u></p> <p>The Chairman opened the meeting thanking all present for attending.</p>
2	<p><u>Apologies for Absence and Secretary's Report</u></p> <p>2 Apologies were received The assistant practice manager advised that one member had resigned.</p>
3	<p><u>Minutes of the meetings held on July 15th 2013</u></p> <p>Agreed and seconded.</p>
4	<p><u>Matters Arising</u></p> <p>The Chairman had attended the visit to Fitzwilliam Hospital with the Holbeach group. A member enquired regarding the EMAS issue but it has still not been resolved. The assistant practice manager had emailed the group with the CQC information but most of the group had not received the email. Sophie will circulate the information again.</p>
5	<p><u>Munro Medical Centre News</u></p> <p>Dr.David O'Brien will be covering Dr Ulla's patients until she returns from maternity leave. Dr Purbey will be leaving the practice at the end of September and Dr Clayton will be replacing her in November and in the meantime patients will be covered by locums. The practice currently has 3 Registrars and a further 2 will be starting in December. 'Flu clinics will be on 5th and 26th October and there will be extra 'Flu clinics for children. A Shingles vaccination for 70 and 79 years olds only is being introduced nationally and all eligible patients will receive a letter from the practice. This vaccination is not available privately. The group were astonished at the amount of missed appointments even when reminders are given by text and telephone the day before an appointment. Discussion ensued for remedies to alleviate this problem but nothing could be suggested. The practice manager was asked regarding the automatic door opener. A completion date is not yet known as there are some electrical issues to overcome.</p> <p>The assistant practice manager thanked members for their help with the Travel Survey. 220 replies had been received with many comments from patients. A summary sheet of all the questions and comments was given to members.</p>

A report on the survey will be sent to the council.

The winning survey for the prize was picked randomly and Sophie will make contact with the winner.

A member asked if somebody from the Car Scheme could be asked to visit the group to speak about their role. The practice manager said this could be arranged as indeed if the group wished to have any other representatives to our meetings.

6 Autumn Newsletter Ideas

The practice manager gave the newsletter editor the information that she wished to be included in the next Newsletter.

7 Patient Survey 2013/14

The assistant practice manager distributed a draft copy of the survey to members and went through each point. There is a question regarding attendance at Pinchbeck surgery but it was pointed out that this surgery is not available at all times, and attendance would have to be increased considerably to warrant Munro staff attending regularly. The date for the publication of the survey will be confirmed but the intention is to have it available by the time the 'flu clinics are held.

8 Any Other Business

The Chairman reminded the group of two Healthwatch meeting dates as follows:-

3rd October 2013 The Lincs. Healthwatch launch at the New Life Centre Mareham Road, Sleaford at 9.45 – 1.00p.m.

15th October South Lincs. Healthwatch Forum at the Woodlands Hotel, Pinchbeck Road, Spalding at 12.30 – 2.30p.m.

There being no further business the meeting closed at 7.20p.m.

9 Date and time of next meeting

MONDAY 11th November 2013 at 6.00p.m.

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