

MUNRO MEDICAL CENTRE
PATIENT GROUP MINUTES
HELD MONDAY 10TH MARCH 2014

PRESENT: Chairman & 8 Members
2 Management Members and Dr Hamblin.

1. Chairman's Welcome

The Chairman welcomed the group to the March Meeting and informed members that the main purpose of this meeting was to discuss and plan the future membership of the group. He introduced and welcomed Dr Hamblin.

2. Apologies

There was one apology.

3. Minutes of Last Meeting held Monday 13th January

Agreed as true record.

4. Matters Arising

First Responders – It was reported that there were 8 First Responders in the area and 2 LIVES paramedics, they can be asked to cover surrounding areas as far out as Crowland, Bourne, Gosberton as well as other local villages. There are different levels of qualification within these roles.

A member suggested that a lot of patients wouldn't know where to take their comments, good & bad regarding the ambulance issues or any other services that are not related to or the responsibility of the Practice. The member reported that Healthwatch Lincolnshire would be an appropriate organisation to receive and then take forward any issues & promote good service.

On-Line Appointments - Ability to book with any doctor.

It was reported from meeting with Partners, who felt that allowing "any dr" booking would create other problems with continuity, Dr Hamblin also reported that some patients will try and see all doctors. It was felt that we now have permanent clinical team in place and therefore the on-line appointments may improve. Patients can of course see an alternative doctor and there were several positive comments about this from members round the table.

Repeat Prescription Reviews – It was reported that all patients are not specifically called in for a medication review, however these are often done when patient is in with nurse or doctor for another matter. Some are done when patient requests repeats.

5. Munro Medical Centre News

Automatic doors and car-park white lines repainting imminent!

Dr Obi & Sadiku leave early April, Dr Imran starts and will be with us for 1yr.

Dr Kavati started as Dr Ulla's replacement and Dr O'Brien leaves us this week.

6. Spring Newsletter

The editor has prepared the next newsletter, article regarding travel immunisations to be included. Any other items to the editor please.

7. PRG Membership

The practice manager and the chairman had discussed this prior to the meeting and suggestions were

- 1 To e-mail/write to current core group to ask of their intentions/aspirations for the future.
- 2 To e-mail the wider group as above.
- 3 To open up the membership shortly.

It was agreed that we need to raise awareness of the group (as indicated in the patient survey) and that the current group could be instrumental in doing this with presence in the Practice etc.

Try and secure applications across the patient demographics.

It was reported that the Practice is keen for the PRG to support the Practice in monitoring the services it provides.

The chairman reminded members that it was a patient group and that they needed to decide if this is what they wanted.

The above was agreed and the process will start in April.

Any Other Business

Agreed to invite Voluntary Car Co-ordinator and Fiona Loft (engagement manager) to the May meeting.

The chairman reported his attendance at CCG's Public Involvement and Participation Group, the meeting was attended by various groups and Fiona Loft, they are looking to set-up a "Super PPG" that will work with South Lincs CCG.

The chairman reported that the next PPIC meeting is 25th March at Market Deeping Medical Centre 2pm-4pm, he is hoping to attend, however if he cannot he will circulate details etc.

It was reported that Welland Seniors holding diabetes event 20th March at Springfields 6pm – 8pm. This event is by Diabetes UK and targeted at any patients, looking at designing & improving services.

A member asked about access to patient data, discussion took place on data sharing modules, SCR – (summary care record) and EDSM (enhanced data sharing model), there is a lot of confusion and misunderstanding about these. The EDSM sharing has been postponed for 6 months. The practice is going to try and put a guide together, explaining the basic principles. It was suggested putting a “headliner” in the newsletter.

It was suggested reading NHS England information site on data sharing.

The editor informed the group that he was now a member of Healthwatch and has an administration role, alongside his involvement with Guide Dogs and British Heart Foundation.

Next Meeting – May 14th 6pm – 7pm