Munro Medical Centre

Patient Group Minutes

Monday 11th March 2019 at 6.00pm

PRESENT: Anthony (Chair) Veronica, Janet, Joan, Steve , Debbie Herd (MMC). Theresa Hare (Partner) attended until 6.40pm

1. Welcome & Introduction
2. Apologies: Frank and Lisa Jones & Dr Wheatley
3. Practice Care Co-ordinators

Sarah Summers was introduced, Sarah and a colleague, Ella cover Munro’s patients. Sarah explained that their role is quite wide and varied, but mostly dealing with patients with frailty. They can take referrals from anywhere. There are a team of 15 in our CCG (clinical commissioning group) spread out across the area, they cross cover for each other when needed. They are all nurses, but from different backgrounds. They attend MDT (multi-disciplinary team) meetings where lots of services attend this i.e.: fire, social care, voluntary services, this enables discussion & support for complex patients.

Patients referred to the co-ordinators usually receive a home visit initially; the focus is “home first”, to keep patients in their home with suitable support. Some cases are simple to address and some very complex. They will also be working with local care homes, giving support and education to staff, complete advanced care planning. Sarah & team can access data to see patients that frequently end up at hospital to see how they can help that patient. The team have already been very busy with referrals from the clinical and admin staff in the practice.

The group were asked how they might be able to get involved and a discussion regarding support groups that may be of benefit to the practice population – Fibromyalgia and Paediatric first aid. The group would be willing to get involved in helping organise an event. We discussed obtaining feedback etc. from patients and Steve suggested using an iPad to collate this.

1. Minutes Of Last Meeting

Corrected to include Veronica in apologies, otherwise agreed.

Extended Access – Deb updated to report that these appointments Monday – Thursday & Saturday & Sunday mornings are now all being utilised. These are for routine appointments, but the practice has seen “walk-in” patients, this will be monitored. Service is being extended to cover from April 19.

Johnson GP Service – Deb reported that this is due to go out to tender.

Survey Actions –higher chairs purchased, Theresa reported positive feedback from patients. As current seating is replaced, more of this type will be purchased. Additional parking - site survey of drainage has been done and clarification of additional numbers costs of spaces awaited.

Carers Award – in progress, 2 training dates booked 27th March and 10th April 12.30 – 2.00pm, group members are welcome to attend either session, but please let us know in advance.

LMC – there have been some improvements following this work on outpatient discharge information.

Theresa updated on staffing, GP’s and registrars currently in post and plans over next 2 years. A regular locum will be used to fill any gaps in service. Three of the Paramedic staff have completed their prescribing course and are due to obtain their certificates later in the year at which point they will be able to prescribe. The Nurses & Health Care Assistants continue to provide their range of services.

1. Patients With Long Term Conditions – Protocol for Management of annual review and medication.

Deb circulated a document for discussion, explaining a suggested process the practice would use as a safety measure when patients don’t attend for their reviews and checks, but may continue to request medication. It was explained all patients would receive 3 invites and then would receive a letter explaining the safety and importance of attending and any actions that will be required for them to order their medication. The group felt that this was reasonable and is for safety of patients and other members of the public in some cases.

1. Newsletter - second newsletter now out, it hadn’t been uploaded to the website, action should be send out to core and extended group/facebook and in waiting rooms. The group felt that having laminated copies in the practice worked well. Members to email anything they would like to add at any time.
2. Looking at Alternative Format For Website –

Deb explained that other formats were available and felt that subject areas were easier to see in a different view, due to time it was agreed to look at this in another meeting – date to be arranged.

1. Virtual PPG – Anthony had raised this as it was on the website, Deb reported that this had appeared under a second PPG tab as a standard text and will be altered/removed. There is the need to encourage new members to join the group.
2. Patients Feedback/Comments/Complaints

Deb circulated anonymised data of recent feedback for view – a few patients mentioned seeing different doctors and an explanation of roles and turnaround of registrars will be put up. Majority of comments were positive.

Screens in waiting room – new software for these has been ordered; it makes it much easier to load material onto the system and will mean we can use them for more educational information as well as practice information/messages.