MUNRO MEDICAL CENTRE

PATIENT GROUP MINUTES

WEDNESDAY 10TH OCTOBER 2018

PRESENT: Anthony – Chair, Frank, Steve, Janet & Debbie Herd (MMC & secretary)

Apologies: Joan, Dr Wheatley & Theresa Hare

1. All welcomed to the meeting
2. **Apologies** as above, Lisa Jones is due to join meeting but was assisting with an emergency.
3. **Minutes Of Last Meeting** – approved by Frank & Anthony

Paramedics have started prescribing course

1. **Extended Access** – Deb reported that the practice is signed up to provide extended access appointments, this is a directive from NHS England to enable patients to have access to routine appointments 7 days a week, it is in its early stages, has been advertised on website/facebook etc.. The service is available to all patients in the clinical commissioning group, each practice has a set number of appointments they can use each week, based on the number of patients registered with them. Not all practices are providing the service and patients can book in with another practice if they wish, all appointments are made through the registered practice. There are teething problems and issues to overcome, as not all practices use the same systems, but practices will be working together to resolve these.
2. **Care Co-ordinator** – Unfortunately the previous candidate did not start the role, however the federation have now recruited again and our person is due to start in November, it is envisaged that they will be able to help support patients who have complex care needs i.e. medical as well as social needs. We have had positive feedback from other practices that already have a core-coordinator in place. \* Once in place we plan for him/her to attend a group meeting to explain their role in more detail. Anthony reported that there is also a new social prescriber in post.
3. **Pennygate/Johnson Update** –patients from Pennygate are being seen by the new GP Johnson service, currently this is until March 2019. A number of patients had registered with us.
4. **South Lincs CCG Annual Public Meeting – nil to report**
5. **Actions from survey** – outstanding – higher chairs, we tried suggestion from one of group members re using raisers, we have tried these but deemed not safe for our chair style and stability it gave chairs, more chairs with arms available. Additional parking, issues regarding drainage not yet clarified Deb to get update from HQ.
6. **Message in a bottle** – Sponsored by the Lions, Anthony had managed to get some tubs – person completes leaflet with their personal information and things about their life – i.e. contact details of family/gp, if they have a pet, are cared for or a carer of someone else, if they have certain things in place ie care plan. This is placed in the tub and a sticker put on the tub and the fridge so that the information can be retrieved in an emergency situation. There is a new form for this been produced and Anthony circulated these.
7. **Medicines Amnesty** – work to reduce wastage and costs of medicines, if returned to practices even if unopened these cannot be re-used. Deb reported that changes in the future may mean that patients have x number of days to collect medicines and if not collected will be returned to stock
8. **Lincolnshire Carers Award** – Practice has signed up for this, there may be further work that the group could help with, awaiting for practice pack.
9. **South Lincolnshire CCG Quality Assurance Visits** – Anthony reported that a summary report had finally been made available to the cluster chairs, this is from visits from Nov 17 – April 18.
10. **Future Group Meetings & Newsletter** – The practice is keen to do a monthly newsletter, so that the information can be a bit more up-to-date with changes, Anthony can’t commit to undertaking monthly newsletter but the Patient group can still feed into the newsletter and we would be grateful for any support with it. Anthony suggested waiting to organise the next meeting depending on the focus is for the group, agreed.
11. **AOB**

Deb reported that the practice is working with LMC (Lincolnshire Local Medical Committee) on delays in hospital discharge and out patient information.