



MAYFLOWER MEDICAL CENTRE

PATIENT PARTICIPATION GROUP REPORT

2016/2017

The Group has continued to meet on a quarterly basis, and has discussed a wide variety of issues. Notable topics included the following:

Emis access

From March 2016 patients who register for Emis access have been able to log in and access their filed lab results, immunizations and coded consultation details in addition to their medication/prescription information.

Suspension of Patient Registration

The Practice was forced to close its list to new registrations in March 2016. This was due to a number of factors including the underestablishment of GPs due to maternity/sick leave and retirements alongside increasing demand. Currently the situation remains. It is not a problem confined to this Practice as others in the area are experiencing difficulties.

Treatment Room Appointments

At the April meeting we discussed the situation regarding the open access to the Treatment Room, the demand for which was on occasions becoming overwhelming. A proposal for an appointment only (bookable on the day) system was made, and the group discussed the pros and cons. It was agreed to trial the system, which appears to have been a success, and remains in place.

Clinical Pharmacist

In July, a Clinical Pharmacist was appointed to the Medical Centre. She runs her own clinics for medication reviews and vaccination clinics, and has proved a success in working with the GPs, staff and patients alike.

MJOG Text Messaging Service

In September 2016 the Mjog service was introduced. It allows patients to respond to or cancel appointment reminders. It is hoped that it will reduce the cost of sending letters, and provide the ability of patients to respond quickly and easily by text therefore reducing the number of patients who DNA appointments (did not attend).

Enhanced Services

The local GP Consortium won the contract for providing INRs, wound care, DVT (Deep Vein thrombosis) and Pulmonary Embolism services, which means that these services continue to be offered at the Mayflower Medical Centre.

There has been discussion by the Group around the future of the Harwich Minor Injuries Unit. Although not within the remit of the PPG it has caused concern, as should it be

closed, patients will have to be directed to Clacton or Colchester as the Mayflower Medical Centre is not a Minor Injuries Unit.

Two Nurse Practitioners are now taking on visits to residential homes for minor illnesses.

Social Media

Michael Loveridge, a member of the PPG has been working with the Mayflower Medical Centre to look at the best use of social media and the website to share information and communicate with patients. Changes have taken place and a new Facebook page has been set up and will be administered by a selected group of individuals from the Mayflower Medical Centre staff and PPG

PPG Liaison Meetings

The Chairman and other members of the PPG Group have attended several meetings set up by the CCG to link PPGs across Tendring. It is obvious that there are a number of common issues experienced by these groups, and it is clear that we all operate rather differently. It has been gratifying to learn that Mayflower Medical Centre would appear to be functioning at a very satisfactory level as compared with some practices.

Interaction with patients

PPG meetings are not well attended although there is a core of interested patients who regularly attend. The Chairman, with the Practice Manager's permission has spent time observing and speaking to patients in the waiting room. Overall the patients' feedback was positive. The few adverse comments were fed back via the PPG group and in general were points that could be easily addressed. Each patient was advised of the PPG and invited to attend, especially if they had an issue of concern. However this has not resulted in any increased attendance.

The Chairman also spent time with the staff and patients in the Treatment Room, (having signed a confidentiality agreement and obtained patient consent to be present). It was impressive to see the wide variety of conditions, which were dealt with in a most competent manner by the Nurses, with the Duty Doctor being readily available for advice when needed. Clearly a valuable and well received service.

A member of the PPG with hearing difficulties will be attending a staff meeting to help improve awareness of the condition and advise on use of the Loop system.

It is hoped that the PPG is able to contribute to better understanding between patients using the service and the staff delivering it, especially in challenging times. We are most grateful to the team at the Medical Centre for their support in attending the meetings and providing valuable administrative assistance, as well as being readily accessible for advice.

Marilyn Jones Chairman

March 2017