



MAYFLOWER MEDICAL CENTRE (MMC)
PATIENT PARTICIPATION GROUP MEETING
Monday 27th September 2017 at 17:00

Chair: Marilyn Jones (MJ)

Attendees:

Marilyn Jones (MJ) – Chair
 Lizzie Stovell (LS)– Practice Manager
 Patricia Paxon (PP) – PPG Member
 Tony Whitmarsh (TW) – PPG Member
 Michael Loveridge (ML) – PPG Member
 Kate Larden (KL) – Deputy Practice Manager
 Louise Armstrong (LA) – PPG Manager
 Marguerite Kramer (MK) – PPG Member

Note taker: **Lynsey Calver - Minute taker**

Apologies

David Smith – PPG Member
 Sandra Howlett - PPG Member
 Pauline Gosling – PPG Member

AGENDA

3.	<p>Minutes of the Last Meeting The minutes from our previous PPG meeting were reviewed, approved and signed by the chairman.</p>	
4.	<p>Matters Arising From Those minutes None.</p>	
5.	<p>General Health Forum Meetings Update</p> <ul style="list-style-type: none"> • Unless attendance improves, there will not be any more meetings held in Harwich. • The Clacton meetings will continue. It was observed that there are more people in attendance in Clacton and that there is a better dynamic. • It was observed that repetitive agendas and lack of excitement might be the cause of poor attendance in Harwich and that if people were better informed, attendance might improve. 	MJ

6.	<p>DNA Statistics and Policy</p> <ul style="list-style-type: none"> • KL presented figures on DNA. 2461 out of 14,400 appointments in last twelve months were DNA. • Confirmed that the procedure for DNA appointments was as follows: a warning letter is sent in the first instance of DNA, another letter for the second instance. Should a third DNA occur, a final letter will be sent inviting the patient to come in and discuss the matter. • KL stated that there had been several angry comments on Facebook in response to us publishing DNA figures. • ML enquired as to whether patients do come back to explain. KL and LS confirmed that it is always noted if the patient apologises. • KL asked PPG if they were happy for this policy to be published on Facebook and the MMC website, no objections were raised. • KL confirmed she would bring drilled-down DNA figures with reasons for non-attendance to next meeting. • KL presented the figures on sick notes and repeat prescriptions and confirmed that figures on sick notes have doubled since last year. 	KL
7.	<p>Patients' Allocated GP Changes</p> <ul style="list-style-type: none"> • LS confirmed that four new doctors had been recruited, two male and two female, and that Dr Roberts would return at end of October. Also confirmed that Dr Ghosh will not be returning to the practice and that her list had gone to Dr Risvi. • LS confirmed that Dr Twumasi is still with the practice but that patients requiring home visits or are housebound have been moved away from his list due to his mobility problems. • LS confirmed that we are publicising the days that each GP is working. • KL confirmed that there have been numerous complaints about the way the change was communicated. LS confirmed that our only contractual obligation was to inform the over 75s. • LS reiterated recommendation that requests for home visits need to be made before 10am and that this policy needs to be advertised. • LS asked for the PPG's assistance in retaining our new GPs. 	

8.	<p>New registrations / List Opening</p> <ul style="list-style-type: none"> • Chair asked when list will be reopening. LS confirmed that it would open imminently and would be advertised on the Mayflower Medical Centre (MMC) website and Facebook page. • LA enquired as to whether patients wanting to change practices could register with MMC at this time. LS confirmed that this would only be possible only when the list reopens. 	
9.	<p>Care Navigator</p> <ul style="list-style-type: none"> • LS confirmed that Care Navigator is being piloted throughout NE Essex and that it is hoped to have it at MMC in the future but no date has been set. 	
10.	<p>NEEGP Network</p> <ul style="list-style-type: none"> • LS confirmed that the North East Essex GP Network to which MMC belongs is working towards getting a new phone system together. Portal – MMC’s favoured option – is already in use in three of the network’s surgeries and is therefore tried and tested. We will be moving it forward as quickly as possible and hope to be the first in the group to have it installed, allowing more flexibility with the system, a reduction to waiting times, and the ability to record calls. • LS confirmed that MMC is still working alongside the network with regard to extended hours. LS advised the current plan is to have three hubs – Colchester, Clacton and Tendring for weekend working. Concern was expressed amongst the PPG for patients without their own transport. • LS advised that MMC have also been asked by the NEECCG to look at taking over the Minor Injuries Unit (MIU). Further work is needed before a decision can be made. 	
11.	<p>Statement from PPG</p> <ul style="list-style-type: none"> • LS enquired as to whether something could be written in support of the new GPs. Chair suggested that statement could encompass MMC’s success stories, and ML suggested including that we have a full complement of GPs. LS asked that statement includes an explanation as to why some of MMC’s patients have to be allocated to these new GPs. • ML also suggested other ways of communication with patients, including: <ul style="list-style-type: none"> - A potential coffee morning - Advertising on the hopper bus - Contacting the Harwich and Manningtree Standard for coverage - Submitting a letter to the Harwich and Manningtree Standard - Using the TVs in the waiting room <p>Other ideas included:</p> <ul style="list-style-type: none"> - Holding a stall somewhere - MJ - PPG attending flu clinics to talk to patients – KL and LS • Marketing meetings to be held to generate further ideas. KL to suggest October dates for brainstorming marketing ideas for PPG. A time between 4-5 o’clock was requested. 	KL

12.	<p>PPG AGM</p> <ul style="list-style-type: none"> • Chair confirmed that she will be standing down and a new nomination would be needed. • Date of AGM set as Wednesday 10/01/2018 at 5pm. 	
13.	<p>MIU (Minor Injuries Unit)</p> <ul style="list-style-type: none"> • LS reported that the NEECCG have confirmed that the MIU in Harwich is to remain open but may see changes to how it operates from April 2019 	
14	<p>AOB: Diabetes</p> <ul style="list-style-type: none"> • ML enquired about self-service blood pressure monitoring machines, which are common in Canada and the US. LS confirmed that we did have one, but it was often inaccurate and there had been issues with it being used incorrectly. Concern was also expressed that patients may not necessarily recognise when action needed to be taken on results. • LS confirmed that the Freestyle blood sugar monitoring system from Libra is licensed for prescription but it is down to the discretion of the CCG as to whether we are permitted to do so, as the system is expensive. LS confirmed that contact has been made with the NEECCG to find out whether we are allowed to prescribe it. 	
	<p>Prescription Requests for Batches</p> <ul style="list-style-type: none"> • TW asked about batch prescriptions and whether a medication review was needed for each new batch. It was confirmed that a medication review is only needed yearly, but that the patient needs to request a new six monthly batch if one is due. 	
	<p>Health Check Letters</p> <ul style="list-style-type: none"> • Concern was expressed by the PPG that the approach to health checks is disjointed – not everyone who was eligible received a letter. Two members reported having received letters understood to be generated by ACE, inviting them for health checks. It was unclear as to why others who appear to be eligible had not been contacted. The approach appears disjointed and requires further investigation. 	
	<p>Patient Queries</p> <ul style="list-style-type: none"> • Concern was expressed that patient queries are slow to be addressed and that it is often difficult to reach the person who can help. LS commented that NHS staff are experiencing similar difficulties in reaching the relevant person when raising a problem or query. 	
	<p>Ophthalmology Letters</p> <ul style="list-style-type: none"> • LS asked if it could be brought up with PPG liaison about the delay in sending out ophthalmology letters, leading to a delay in updating patient medication changes. 	MJ

	Meeting closed: 6.40pm Date of next meeting: Wednesday 10/01/2018 AT 5PM (AGM)	
	Actions to be taken:	

Signature: _____ Date: _____

Signature: _____ Date: _____