







MAYFLOWER MEDICAL CENTRE (MMC)
PATIENT PARTICIPATION GROUP MEETING
Monday 19th January 2015 at 18.45


<u>Attendees</u>	
Dr Richard Wilson (RJW)	GP
Dr Rosalind Ghosh (RG)	GP
Mrs Lizzie Stovell (LS)	Practice Manager
Laura Lynch	Secretary – minute taker
David Rutson	Deputy Chairman
Simon Morgan	NEE CCG
Louise Armstrong	PPG Member
John Butcher	PPG Member
Marilyn Jones	PPG Member
Caroline Saye	PPG Member
Jackie Walton	PPG Member
1. Apologies for absence	
Anthony Whitmarsh	Chairman
David smith	PPG Member
Deana Hall	PPG Member
Sandra Howlett	PPG Member
Lorna & Fred Mesher	PPG Member
Gary Wells	PPG Member
Martyn Woods	PPG Member
David Holgate	PPG Member
Valerie McQuiggan	PPG Member
Elizabeth McCloy	PPG Member
	PPG Member

AGENDA

<p>The Big Care Decision - Care Closer to Home – North East Essex CCG</p> <p>Simon Mesher from North East Essex Clinical Commission Group (NEE CCG) joined us to talk about their new consultation which is running until 23rd February. They are looking to collate patients view on this new proposal of care closer to home. Full information on this consultation and a list of further meetings taking place can be found following this link</p> <p>www.neessexccg.nhs.uk</p> <p>To summarise: They are looking to establish self-care packages for those in need at home with a single point of access. In order for this to be provided they will ask all providers (such as social services) to put forward their proposal and they will award contract/s accordingly. It is hoped this new initiative will provide one care co-ordinator to represent each patient and organise care at home, e.g rehabilitation services.</p> <p>The second part of this is also looking at the ways in which emergency services and A&E departments currently work.</p>	<p>Simon Morgan (NEE CCG)</p>
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	<p>Option one: would be for minor injury units and walk in centres to become urgent care centres Option two: would be to close the walk in centre at CGH and open an urgent care centre on the hospital premises Option three: would for the centres to stay as they are but differentiate planned and unplanned admissions.</p> <p>To have a say in this consultation please follow the link and complete the questionnaire or alternatively pick up a pack from reception.</p> <p>Queries raised:</p> <ul style="list-style-type: none"> • How will physio cope with demand? <i>The care co-ordinator would address this.</i> • Who will provide the service <i>It will be put out to tender, possibly not just one provider, could be health care, social services or a mixture</i> • Sounds good, how will it be funded? Is it from current budget or a new budget <i>Representative was unsure but would be happy to raise the question.</i> 	
2.	<p>Minutes of the last meeting</p>  <p>Minutes_Sept_20142.docx</p> <p>The minutes from our previous PPG meeting were reviewed, no points raised.</p> <p>However a question was raised again re: the touch screens as previously spoken about – point was raised that some people don't like using them due to infection control and that there is no antibacterial gel near the screen. One screen is currently out of order; however we are looking into upgrading and are seeking funding for a new system.</p>	David Rutson - Interim vice chairman
3.	<p>Welcome</p>	David Rutson - Interim Vice Chairman
4.	<p>The First year of Mayflower PPG- Chairman's report.</p>  <p>chairmans Report.docx</p>	David Rutson - Interim Vice Chairman
5.	<p>Election of Officers</p> <p>An election was discussed, Louise Armstrong was happy to self-nominate, however the committee are not accepting self-nominations.</p> <p>Both Anthony Whitmarsh (Chairman) and David Rutson (vice Chairman) have stated that they are happy to continue with their position of Chairman and Deputy Chairman, however they wanted to give the opportunity for others to stand as they had been in the position for year, however they will happily continue.</p>	David Rutson - Interim Vice Chairman
6.	<p>Friends and Family Test</p> <p>Since January 2015, it has become a requirement of all GP surgeries to offer this to our patients. Leaflets (did you get great care today?) are given out after consultants, results of which are all</p>	Lizzie Stovell – Practice Manger

	<p>collated weekly by NHS England. We also advertise this on the LED screens in reception. We have had 219 reviews to date.</p> <p>There is information on our Website (with some results) Results can also be found on www.lwantgreatcare.co.uk and entering the Mayflower postcode = CO12 4EX</p>  <p>mayflower-medical-centre-1-CO12 4EX.pc</p> <p>Queries Raised:</p> <ul style="list-style-type: none"> • How to patients feel about getting the questionnaire after each and every consultation. <p><i>General feedback was that they are happy to provide feedback, however if you are feeling particularly poorly at the time, you may not be so enthusiastic.</i></p>	
7.	<p>Electronic Prescription Service (EPS)</p> <p>This has been going very well.</p> <p>In the launch month November we had 24% usage, which increased to 54 % usage in December. We hope to continue this increase to save patients from coming to the Mayflower to collect their prescriptions unnecessarily. Benefits of this service are: reduces queues, speedier service, patients do not need to come to the surgery, by nominating a chosen chemist they can simply electronically request repeat medications and collect direct from the chemist, paperless, no more missing green prescriptions.</p> <p>More about this service can be found here:</p>  <p>Patient Leaflet.docx</p> <p>Queries raised:</p> <ul style="list-style-type: none"> • Is there an option to change a request e.g. add a new repeat, leave a repeat off. <i>Yes there is a comment box for such alterations, simply comment with any specific requirements.</i> • How quickly should it work <i>We would suggest a 2 day notice, for the chemist to be able to get the prescription ready.</i> 	Lizzie Stovell
8.	<p>Dementia Screening</p> <p>Politicians have set a task for all GP practices to identify patients with dementia.</p> <p>Why? To help assist patients who are worried about dementia, suffering with dementia, to help patients families, or carers, so as to aid each individual concerned.</p> <p>Nationally the expectation for the prevalence rate of Dementia is 67%. The North East Essex CCG rate is currently 44.7%. Specifically we need to identify 110 patients within our practice. Like most GP surgeries in North East Essex we are working hard to try and identify our patients who suffer from Dementia and have previously been un diagnosed. There has recently been media coverage about this.</p>	Dr Wilson
9.	<p>Antibiotics and Viruses/ A and E and Minor Illness MIU Attendance</p> <p>It has been widely reported how A&E units are unable to cope with the demand. In order to lessen the burden we are aiming to educate patients about what services are available to them.</p> <p>We are lucky to have a nurse led treatment room; this is for acute or minor illnesses. Anything more serious or prolonged will need to be treated by a GP and anything lesser, such as coughs and colds; advice can be sought from the chemist.</p> <p>NHS 111 is also a support line and can give general advice and can direct patients to the right</p>	Dr Ghosh

	<p>course of treatment.</p> <p>Minor injuries are available at the Hospital 9-5 Monday to Friday, for injuries, burns, cuts, stings.</p> <p>X-ray is open at the hospital every morning.</p>	
10.	<p>New Building next to Hospital and Vehicle Access.</p> <p>Planning has been granted for 48 Single bed apartments, 12 two bed apartments and a learning disabilities apartment block. The access will be shared with the hospital; certain clauses regarding the build and vehicular access for lorries have been put in place. Attached is some further information regarding this. Of note, this has been approved by planning, we have no say in the land, and we have been told there will monthly meetings. Deputy chairman has stated h will be making enquiries with planning regarding this.</p>  <p>LAND_NEXT_DOOR[1].docx</p>	Lizzie Stovell
11.	<p>Any Other business</p> <ul style="list-style-type: none"> • Could there be a main email account for the Mayflower Medical Centre, for patients to send reports, documents to GPs etc., rather than sending them in paper format? <i>This isn't an option as we would need to have it manned daily, it may become overused for other queries and we don't have the resources to cover this.</i> • When awaiting test results, patients are told that they will hear in x number of days if results need to be discussed, however if there is no result the patient isn't always notified. One such incident occurred, the patient called the surgery to check results and it turned out the results had not come back and needed chasing. Had the patient not have called they may have not been looked into any further. <i>Ultimately it is the responsibility of the person who organised the results to check on results; however it is also felt it is patient's responsibility too. We will therefore suggest in future for patients to call into the surgery to check on results, as if there is no action to be taken the receptions can state this. It is not possible for us to call every patient to tell them if results are normal as we would struggle to meet demand.</i> 	
12.	<p>Meeting closed: at 20:03 Date of next Meeting: to be arranged.</p>	

Signed _____ Signed _____

Date _____ Date _____