



MAYFLOWER MEDICAL CENTRE (MMC)
PATIENT PARTICIPATION GROUP MEETING
Monday 20 June 2016 at 18.45

Chair: Marilyn Jones (MJ)

Attendees:

Marilyn Jones – Chair
 Dr R Ghosh (RG) - GP
 Tony Whitmarsh – PPG Member
 Ann Haylett – PPG Member
 Michael Loveridge – PPG Member
 Melissa Diaper– PPG Member
 Sue Swann – PPG Member
 David Eagar- PPG Member
 Louise Armstrong – PPG Member
 Valerie McQuiggan – PPG Member
 John Butcher – PPG Member

Note taker: **Kate Larden - Minute taker**

Apologies

Lizzie Stovell (LS)– Practice Manager
 David Smith - PPG Member
 Kath Salmon - PPG Member
 Patricia Paxon – PPG Member
 Michael Garlick– PPG Member

AGENDA

3.	Minutes of the last meeting The minutes from our previous PPG meeting were reviewed, approved and signed by the chairman.	MJ
4.	Matters arising from those minutes: <ul style="list-style-type: none"> • Emis Access – LA queried how this should look. Screen shot requested to investigate queries on differences between patients access for next meeting. • Suspension of patient registering – Registration is still closed but is reviewed regularly. Waiting list isn't being held, a notice will be put up in reception and the website once we open it again. • Calling screen • 111 Service – AW fed back that he had recently received a very good service from them. 	MJ
5.	Health Forum Committee (HFC) update The North East Essex CCG, and the Health Forum are holding a PPG Summit during the summer in Colchester to bring together members of Tendring and Colchester PPGs to spread best practice in running a PPG. Please contact neeccg.enquiries@nhs.net or call 01206 918700 to express your interest in attending. MJ reported that she had called this number and the response was rather vague regarding when and where. As soon as we have received any	MJ

	information, it will be sent out.	
6.	<p>Treatment Room</p> <p>Response so far has been positive. The survey will be continued by nurses to monitor patient's feedback. A leaflet is available on reception with information about the change and a frequently asked question area on the back. Patients who cannot get an appointment and feel that it cannot wait are added to a message list for the duty nurse to call back, if the nurse feels that the patient cannot wait, they are given an appointment with the duty nurse. Those that aren't urgent are offered an early appointment the next day or given advice over the phone. Life threatening illnesses such as chest pains or breathlessness are still seen immediately by the duty team. The first few weeks have shown a big improvement in reception and the waiting area.</p>	KL
7.	<p>New member of staff</p> <p>Caroline our new Pharmacist will be working three days a week starting 4th July. Caroline will be assisting our script clerks and nurses, she will also run her own clinics for medication review, travel vaccinations and flu immunisations.</p>	RG
8.	<p>PPG Information</p> <p>A working group consisting of members of the PPG was proposed to review information that can be shown to patients who are interested in joining the PPG. It was suggested that any comments/ideas be forward to the minute secretary for distribution to those present today with a view to setting up a specific meeting with interested parties prior to the next planned PPG meeting, to share ideas.</p>	
9.	<p>Calling screen/Website</p> <p>Work continues to carried out on the screen to make it clearer and easier to read.</p>	
10.	<p>Residential care home and car parking</p> <p>EM requested information on parking was added to the agenda – information on parking can be found on the Tendring District Council website with information on parking, roads and planning permission. https://idox.tendringdc.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=L32M0DQB09L00</p>	KL
11.	<p>Home hearing tests for housebound patients</p> <p>DS requested that information on hearing tests for house-bound patients was added to the agenda. Scrivens offer house-bound patients home visits for hearing tests. However, all patients have to have their ears checked before hearing tests can take place. Housebound patients will need to be referred to the District Nurse Team before they can be referred to Scrivens. This can all be completed through our secretaries at Mayflower Medical Centre.</p>	
12.	<p>Audiology:</p> <p>Discussed some time ago, the PPG asked for clarification on why some patients are seen by audiology and other patients are sent to Scrivens for follow up appointments. We have checked and been advised that for hearing assessment (if patient's are over 50) they are seen in the community (Scrivens). If a patient is under 50, they are seen via ENT. Audiology are very strict and only accept 'complex cases', patients who are deaf or who are already under them already.</p>	
	<p>Meeting closed: 8.00pm Date of next meeting: 26.9.16</p>	
	Actions to be taken:	

Signature: _____ Date: _____

Signature: _____ Date: _____