



MAYFLOWER MEDICAL CENTRE (MMC)
PATIENT PARTICIPATION GROUP MEETING
15th March 2017 at 1700

Chair: Marilyn Jones (MJ)

Attendees:

Marilyn Jones – Chair
 Lizzie Stovell (LS)– Practice Manager
 Pauline Gosling - PPG Member
 Patricia Paxon – PPG Member
 Michael Loveridge – PPG Member
 David Smith – PPG Member
 Louise Armstrong – PPG Member
 Deana Hall - PPG Member

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



Apologies

Tony Whitmarsh – PPG Member
 Sheena Parsons – PPG Member
 Sue Swan - PPG Member
 Ann Haylett - PPG Member
 Wendy Burt – 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 None.	MJ
5.	General Health Forum Meetings Update <ul style="list-style-type: none"> • Local Health Matters – 12th April – Electric Palace – Care closer to home to be discussed. LS informed the PPG that we are working closely with the lead community nurse following problems with home blood tests. The community nurse team are now working with us to improve services and look after the care homes. Mondays we are generally flooded with requests for home visits, particularly from care home. Care homes will now have to call community gateway and the call will be triaged by the community nurses and only sent on to us if they can't help. • PPG Liaison Meeting – organised by the CCG and held in Weeley. Apparently there were too many members attending from some practices so they have since requested that a maximum of two people from each PPG attend. MJ planning on querying further. In the meantime we would circulate information about the meeting and coordinate attendance for the next meeting. • ML raised the funding available to complete NHS training on “Understanding the NHS better”. Doesn't appear to be restricted to a specific group of people. ML will update 	MJ

	<p>us on his progress having applied for the training himself.</p> <ul style="list-style-type: none"> • Forum Focus News – recently sent out, please review. • PPG Liaison also to organise a PPG Summit. AW and MJ attended a previous summit, but the last one was cancelled. Next summit is due in Spring, no available dates as yet. 	
6.	<p>Practice Pharmacist. Our Pharmacist is hoping to attend future meetings. Feedback continues to be positive. Currently working through a prescribing course which will enable her to sign off prescriptions during medication reviews, currently these have to be signed by patients GP.</p> <p>MJ queried a Pharmacy2u that has been distributed in the area. Feels that the leaflet is misleading patients to believe it's in partnership with us. This is not the case – we do not recommend them above any other local pharmacies in the area, we have not given them data indicating patients are registered here. It appears to be a clever marketing campaign.</p> <p>ML raised new contracts coming into Pharmacists – unclear which Pharmacists will come under this. MJ had raised the possibility of closure of local pharmacies several times at Health matters and PPG Liaison meetings and at the last meeting had been advised that there was a list of pharmacies on an NHS weblink from which we could get this information. Unfortunately the report covered the whole country and was not categorised in any form so would appear to be of limited use! ML had agreed to try to filter this to see whether pharmacies in North East Essex could more easily be identified .</p>	LS
7.	<p>Staff Changes</p> <p>Dr Burn and Dr Ghosh list has been split in the same way as Dr Wilson and Dr Roberts list was split with letters of the alphabet selected anonymously. Patients who were moved to Dr Ghosh were advised via SMS.</p> <p>Dr Twumasi will be staying with us on reduced sessions and will no longer carry out home visits as part of his duty, the other GP's will be carrying these out on his behalf from April onwards. We have another two GP's currently considering starting with us and if successful, will have their own lists from September 2017.</p> <p>Dr Susa will now be working Wednesday and Fridays, we are hoping to recruit a GP to share her list.</p> <p>Dr Roberts is due back in October from maternity leave</p> <p>Dr Ghosh due back in December</p> <p>Nurse Dawkins/Ansell will be on maternity leave from June.</p> <p>We can appreciate it is very frustrating and upsetting for patients being moved around, we have continued to keep our list closed to protect the patients already on our books.</p> <p>Despite the above and the shortage of GP's, Mayflower Medical Centre is still doing better than many surgeries in North East Essex and LS continues to work exceptionally hard at recruiting new GP's.</p>	LS
8.	<p>Telephone System</p> <p>Our current telephone system is very old, we are now looking at updating it to something that will allow up to advise patients where they are in queue, give them more options to go directly to a specific department rather than all calls currently going through reception, recording of all and many more things that will improve patient satisfaction. We are aware that patients struggle to get through in the mornings and calls are cut off as our phone system isn't able to hold the number of calls coming through. We will keep you updated as this progresses.</p>	LS
9.	<p>Scanning Records</p> <p>We are currently in the process of having all patient records scanned onto a system that will mean all records going forward will be digitalised, no paper records will be held for patients once this process is completed. We are one of the last surgeries to have this done which means any previous problems have been ironed out and we are hoping this will be a smooth transition.</p>	LS
10.	<p>Emis access</p> <p>NHS England have set a target of 10% of patients to have online EMIS access, we are currently at 2%. LA felt that the system only works if all the medication is on repeat rather than acute otherwise you have to rely on the old system to order your prescription. Point noted, however if a prescription isn't needed monthly or requires a review because of a change of dosage etc, it</p>	LS

	will not be added to repeat until the GP has reviewed it.	
11.	<p>Constitution</p> <p>Please find attached the constitution drawn up by ML. Discussed and agreed within the meeting.</p>  <p>DRAFT CONSTITUTION ppg.1</p>	KL
12.	<p>Social Media</p> <p>Mayflower Medical Centre now have a face-book page. Please like it, share it and tell others about it - it will only be used to share relevant information. Reviews and comments won't be posted on the public site.</p> <p>https://www.facebook.com/mayflowermedicalcentre/</p> <p>We are currently working to have an existing facebook page removed.</p>	LS
13.	<p>AGM</p> <p>MJ has been nominated to continue as Chair of Mayflower Medical Website. DS has been nominated as vice chair. Both MJ and DS have both agreed to stay on in these roles, although MJ wished to state that she felt it inappropriate to remain as such after the end of this term, so urged others to consider coming forward next year. Their work with the PPG is very much appreciated by the PPG group and Partners at Mayflower Medical Centre. Please find attached the Chair's report covering 2016 – 2017</p>  <p>PPG Report.docx</p>	LS
14.	<p>Diabetes</p> <p>ML raised the diabetic care received at Mayflower Medical Centre. ML runs a number of groups locally for diabetics and has himself undertaken training in Diabetes. ML feels that diabetic patients don't have a proper understanding of diabetes, the consequences of not looking after yourself or being looked after and the loss of limbs as a consequence. This was discussed at length, MMC have a process in place ensuring that diabetic patients are recalled each year, invited to appointments and given a care plan in addition to phone backs from a Diabetic nurse if needed. We cannot force patients to come in and be seen but do encourage all patients to be seen annually for a review at the very least.</p>	KL
16.	<p>Ear Syringe</p> <p>LA queried if we were still carrying out ear syringes. LS confirmed we are at present but unclear if this will continue long term.</p>	LS
17.	<p>AAA (Abdominal Aortic Aneurysm)</p> <p>We have been asked by a new member of the PPG to raise awareness of the AAA screening available to all men aged 65 and over. It's a free health check and can save lives. This has been added to our website, calling board and there are leaflets and a self-referral form available in reception.</p>	LA
	<p>Meeting closed: 8.00pm</p> <p>Date of next meeting: MONDAY 19/06/2017 AT 5PM (Please note earlier time)</p>	
	Actions to be taken:	

Signature: _____ Date: _____

Signature: _____ Date: _____