



MAYFLOWER MEDICAL CENTRE (MMC)
PATIENT PARTICIPATION GROUP MEETING
Monday 26th September 2016 at 18.45

Chair: Marilyn Jones (MJ)

Attendees:

Marilyn Jones – Chair
 Dr R Ghosh (RG) - GP
 Tony Whitmarsh – PPG Member
 Patricia Paxon – PPG Member
 Michael Loveridge – PPG Member
 David Smith – PPG Member
 Louise Armstrong – PPG Member
 John Butcher – PPG Member

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

Apologies

Lizzie Stovell (LS)– Practice Manager
 Sheena Parsons – PPG Member
 Sue Swan - PPG Member
 Patricia Paxon – 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: Suspension of patient registering – Registration is still closed but is reviewed regularly. PPG members queried what is happening with Fronks Road and when will ACE/NHS step in? Growing numbers of patients unable to see GP there or register here, more houses and flats being built. It is the responsibility of NHS England to commission services from GPs and they are responsible for Fronks Road. We have taken the necessary steps to close our list to restrict our workload in order to protect our patients, GPs and staff already here and this remains our priority.	MJ
5.	Health Forum Committee (HFC) update A new CCG strategy was discussed on urgent care and how patients can access urgent care when they need it. A questionnaire has been sent out asking for feedback. Chair asked if the PPG members would take the time to fill this out and return. In addition to MIU and the surgery, there is also community Pharmacist, Hospice/Single point. Audiology was raised again – no change, patient will still be referred to Scrivens for hearing tests and aids. MJ recommended members have a look at the CCG website: http://www.neessexccg.nhs.uk/What%20We%20Do.html for more information.	MJ

6.	<p>PPG Team leaflet</p> <p>ML felt that the best way to communicate with current and new members is word of mouth, Facebook and advertising (posters/emails). ML and LA to meet with KL/LS to discuss Facebook and our website further. Facebook would be set up just to share information. Patients would not be able to comment or post anything without it going through the administrator(s). Possibly to be administered by PPG Members rather than the surgery to use as a sharing tool for local information and changes at the surgery etc. Also agreed a further local meeting for those interested in getting the leaflet in place which would be given to patients who have an interest in the PPG and what we do.</p>	MJ/ML
7.	<p>Staff update</p> <p>LA asked about new staff in reception. Mayflower Medical Centre work with an apprenticeship programme which runs for a year resulting in apprentices receiving a qualification and experience. This means there will be more new faces as they complete their year and new apprenticeships begin.</p> <p>Dr Ghosh and Dr Roberts will both be going on maternity leave at the end of the year. LS will continue her hard work in recruiting GP's and locums. Dr Susa and Dr Burn will be both return in the new year.</p>	RG
8.	<p>Practice Pharmacist</p> <p>Already proving to be a success in working with the GP's and staff on medication queries and reviews. Caroline has a medication review clinic on Wednesdays and also carried out flu vaccination clinics.</p>	
9.	<p>MJOG text messaging service</p> <p>Mayflower are introducing a new text messaging system that will allow patients to cancel appointments after they have received a reminder, this will then be cancelled straight into the system. We will also use to send out flu reminders to eligible patients which will allow patients to decline by text if they do not wish to have the flu jab. We hope the service will reduce the cost of sending as many letters and give patients the ability to respond by text.</p>	KL
10.	<p>Enhanced services</p> <p>The local GP provider consortium won the contract for providing INR's, wound care, DVT (Deep vein thrombosis) and PE (Pulmonary Embolism) services. This is great news as it means we can continue offering this service at Mayflower Medical Centre.</p> <p>Also note, Mayflower Medical Centre are not Minor Injuries - if/when MIU is closed, patients will be directed to Clacton which is open from 9am to 9pm or Colchester Walk In – 7am to 10pm.</p> <p>MJ mentioned that she was made aware recently that staff at 111 didn't seem aware that Harwich also had an MIU between 9-5 and were sending patients to Clacton and Colchester. Concern rose that we need people to use local MIU so that we don't lose it due to lack of use as we have done with maternity.</p> <p>Maternity unit will be closing in March. Pre-natal appointments will still be carried out here but no more births here.</p>	KL/RG
11.	<p>Flu Clinics</p> <p>First completed on 24th September with further walk in clinics every Saturday in October between 10-12. Chemists are hitting us hard this year which will in turn reduce the income at the Practice. Please support the Surgery by having your flu jab her or if you are already having an appointment and are eligible, you will be offered it at the same time.</p>	RG
12.	<p>Calling Screen</p> <p>Still a work in progress.</p>	KL
13.	<p>Residential Care Home Next Door</p> <p>More information can be found on the link below. Extra Care Independent Living complex, Rosebank Park, Harwich, Essex. A 6,000 square metre development, with 70 self-contained apartments across two buildings, housing a range of Health and social welfare services for local people. http://www.ashleyhouseplc.com/projects/extra-care-housing-harwich/</p>	KL

14.	Abdominal Aortic Aneurysm (AAA) Screening. Not advertised however available and worth investigating if you are over 65. More information can be found on: http://www.colchesterhospital.nhs.uk/abdominal_aortic_aneurysm.shtml AAA is a way of detecting a dangerous swelling (aneurysm) of the aorta – the main blood vessel that runs from the heart, down through the abdomen to the rest of the body. Screening involves a simple ultrasound scan of your stomach (abdomen) , which takes about 10-15 minutes. DS recommended further investigation for those eligible.	DS
15	Over the Counter medications LA asked for information on whether OTC (over the counter) products can be prescribed if needed for regular use. Advised the CCG make the decisions on what can be offered on prescription versus over the counter.	
16.	Health Check Bus at Morrison's Email received for PPG Member asking if this can be offered at surgery and whether it takes away finances from Mayflower if patients use it. Response: We do not offer 'health checks' in the same way that ACE do, however if a patient is concerned about something, we can certainly book a routine appointment with the nurse to discuss.	
17.	Move day/time of PPG Meetings to enable more members and GP/Practice staff to attend? To be discussed at next meeting.	
	Meeting closed: 8.00pm Date of next meeting: 16/01/2017 (will also be AGM)	
	Actions to be taken:	

Signature: _____ Date: _____

Signature: _____ Date: _____