

Minutes of the Patient Participation Group Held on Thursday 25th April at The Marsh Medical Practice at North Somercotes.

Present: Lorraine Green Jane Caws Joan Page
 Terry Clayton Elaine Bonnett James Mahaffy
 Manjit Bains Lynn Chapman Ian Rowson
 Emily Smith Representative from WRVS

Lynn Chapman took the minutes

Apologies received from Dr G S Parker and Abigail Crossley.

LG thanked everyone for attending.

Minutes of the last meeting

EB queried medication reviews and how we dealt with these at MMP. LG said it was up to the patient to arrange for a review of their medication and informed the committee that our Nurse Practitioner can do medication reviews; there is no need to see a Doctor specifically unless you already have a prior appointment. LG pointed out that as the Doctors only had a 10 minute slot to see patients; it was not always possible to do reviews within that time slot. JC suggested putting posters in the waiting rooms to notify patients regarding medication reviews. LG/LC to action.

LG informed the committee that telephone ordering of medication was to continue for the time being as it was not easy to change the options on the main telephone system and if we just stopped the service, dispensary would be inundated with telephone calls.

1. WRVS

Emily Smith from WRVS attended the meeting to explain what the service offered. She stated that WRVS was a home from hospital service and could offer things such as dog walking, shopping, general chat etc. for 4 – 6 weeks after coming home. Originally this was a free service but as with everything else, a charge will apply as from 1st April 2013. Charges will be £10 p.a. for administration and £5 per visit which can last a couple of hours. She stated that it was still considerably cheaper than Age Concern who currently charged £10 per hour. WRVS received no funding from the NHS. Patients should be 55 years +. LG invited WRVS representative to attend flu clinics in September/October. LG/LC to notify WRVS of flu clinic dates.

2. Update on MMP

Book on the day system still causing considerable debate. LG stated that we did have limited appointments but any urgent cases would be seen on the same day.

Currently looking to recruit a new Doctor but this all takes time but hopefully when this happens the appointment problems would be eased.

She advised that we still regularly use locums to try and take the pressure off and we would continue to do this.

Blood results – The committee were informed that telephone calls to patients from Doctors had significantly increased in recent months and took up a tremendous amount of Doctors time especially when patients request that a Doctor rings back at a specific time as they will be out. JM stated that he felt it was almost a “luxury” to receive a call from the Doctor! The most common telephone call was patients requesting blood results, x ray results etc. LG said we had had numerous discussions regarding giving out of results but nothing had ever been agreed as people had differing views. If patients had been for blood tests, x rays etc. then if there was a problem the practice would contact the patient.

3. Summary Care Records

LC informed the committee that the NHS had recently introduced Summary Care Records for which all our patients should, by now, have received information via a letter. If a letter was not returned to the surgery then it was assumed that implied consent had been given and a SCR was made available on your record. The SCR provides details of medication, allergies and sensitivities. This information would be available to all hospitals and other GP practices (if using as a temporary resident) in order to speed up the care process. Patients can opt out if they wish or vice versa. If patients request any further information adding to their records i.e. chronic illnesses, Do not resuscitate, body donation etc. consent must be given in order for this to be actioned.

4. Meet the committee members (new members)

LG suggested having a newsletter which could be distributed around the villages letting people know what happens on our committee to try and encourage new, perhaps younger, members. She suggested that we all write a small piece about ourselves so this could be included. MB to speak to someone she thinks may be interested in doing the newsletter.

5. Registering as a charity

LG proposed that MMP be registered as an official charity. MMP would then be in a position to raise money for our practice population in order to provide much needed items. Everyone agreed that this was a good idea. MB said that charity boxes could be put into shops, takeaways, post office etc.

LG informed the committee that donations from last year's flu clinic, which amounted to £400, had been donated to Air Ambulance. MB offered to help with this year's flu clinic. LG/LC to let MB know dates when available.

6. Any other Business

JM asked where the hand dispensers had gone at Manby. LC said they had been leaking therefore removed but she would arrange for them to be replaced at both Manby and North Somercotes. LG to action.

Members also felt that the hand dispensers should be more prominent and advertised better to encourage patients to use more. LG to arrange posters at both sites.

EB complained about the dispensary bags with which she received her medication in. Said they were really flimsy and cheap and by the time she had gone from dispensary to the car park, the bag had already split. LG stated that the bags were cheap and was purely a way of saving the practice money. It was suggested that patients bring a carrier bag with them, like in the supermarket, to carry their medication home in.

7. Next Meeting

The next meeting was arranged for Thursday 25th July 2013 at 9 a.m. at Manby surgery.