



Marsh Medical Practice

PPG Meeting Minutes - Held on Tuesday 22.2.17 @ NS

Present: Dr CD – Chair – AB – EB – JT – TC – RP – SB – BH – LC – LS – RP

Apologies: IR – TC – MP

Agenda:

1. New Members
2. NHS Choices/Suggestions/Engagement
3. Plans for Manby
3. STP
4. Patient Council
5. Next Meeting

AOB

| Item | Actions |
|---|---------|
| New Members | |
| Two new members welcomed onto the committee - RP and SB. | |
| NHS Choices/Suggestions/Engagement | |
| We do get some positive feedback but also receive quite rude, inappropriate feedback by way of NHS Choices website or suggestions received within the practice. We have listened and introduced various things such as e.g. doorbell on front door at NS for anyone needing assistance and changed the irritating music at both sites. We have introduced a quarterly newsletter for patients which will be put on the website. Our website is now looking really good with lots of useful information. We are on-going with our training for the TV's as it is not easy software to manage. Suggestions regarding Communication Magazine to submit some positive feedback to patients as well as Saltfleet/Manby/Grimoldby newsletter. EB to provide details of this. TC suggested a village Facebook page which we will also look into. | EB/LC |
| Plans for Manby | |
| CD showed plans of forthcoming alterations to Manby surgery which is hoped to be in place sometime in May. | |
| STP – Sustainability and Transformation Plans | |
| CD told members that MMP are members of the Federation with a total of 17 practices totalling approx. 170,000 patients which would give us the power to take services out of secondary care and bring into primary care which is much more patient friendly and convenient. | |



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| Patient Council | |
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| CD encouraged PPG members to attend public meetings in order to have their say and to give their opinions. After all, it is their NHS. Anyone interested please contact the Operations Manager. SB mentioned that he had attended a public meeting with the CCG regarding over the counter meds in November but had not had any feedback from the CCG since the meeting. | |
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| AOB | |
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| EB said names were not always heard when calling patients on the screen at Manby. JT asked if a sign could be put on the door at NS saying "heavy door" to make people aware. | LC |
| TC said you could only order 5 items on the online ordering. This has now been changed and LC has contacted TC to inform of this change. | |
| RP – split boxes of tablets. Said he had split pack but no instruction leaflet in the pack. | HS |
| TC – confusion with tablets changing colour – patient not one of ours but suggested they ring their own practice. | |
| LS – During a face to face apt with Dr he was talking about private medical care. | LC |
| LS – Referrals – how long do they take? BH stated that there were issues with funding/waiting times etc. but patients can ring the hospital to chase up themselves or contact PALS if an on-going issue. | |
| LS – Stated she had been DNA'd by a GP but her phone had jammed and she'd not been able to take the call and rang back but GP would not take the call. CD stated that he did ring 3 x 3 at different times of the day but apologised. | |
| AB just wanted to say a big thank you for all the fantastic care he had received from both the practice and the hospital. | |
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| Next Meeting | |
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| To be confirmed | |
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