



Marsh Medical Practice

Patient Participation Meeting Minutes - Held on Tuesday 13th February 2018 at North Somercotes commencing at 9.30am

Present: LC, CD, TR (Minutes), TC, EB, LS, RP, SB, IR.
 Absent: JT, JW
 Apologies: JT, JW

Agenda:

1. Welcome
2. SCR (Summary Care Record) – Standard and Enriched
3. Infrastructure
4. Staff
5. Careers
6. Directory of Local Clubs
7. Sports Activities
8. Any other business

The meeting commenced at 9.30am

Item	Actions
LC welcomed everyone to the meeting and advised that CD was running a little late.	
<p>LS asked about the SCR and asked about opting in and out for medical records access. LC said that it was on the website when it originally came into practice and she will ensure that it is put back on for patients to see. LC confirmed that patients are opted IN by default. The SCR (basic and advanced) were discussed. LC was asked if patients can access their own Summary Care Record, the answer she gave was incorrect. Patients can access their Summary Care Record but need to request access to this from a receptionist. Patients can also look at their detailed coded records which should be requested via a receptionist.</p> <p>LC was asked how she will ensure the information is distributed to our patients. LC said that she will put the form on the website as well as on the TV screens at Manby and North Somercotes. SB mentioned that not all patients are able or have access to a computer. LC said she will also put up posters.</p>	LC
Members discussed the up-coming electronic sharing system where the patient has to agree who can share medical information. This was deemed to be complicated for users to understand. LC said that the subject to access charge will change in May 2018 when the new Data Protection rules come into place.	
LS asked if doctors were able to refer patients for an MRI. This was confirmed. LS advised of issues she had come across within the referral system and/or hospital systems. CD suggested that she make a complaint to Healthwatch (01205 820892), PALS or the CCG (01522 515308). SB suggested that the PPG members take this sort of contact information and give to people in the wider community. LS mentioned that interaction between the surgery receptionists and the patients/community is excellent. The vast majority of the	



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time, patients can call in and can be given the correct information by the surgery.	
LC mentioned a new funded TED project. It is a 12 week course for the over 50's that can be tailored to the participant's requirements such as fitness, food and friends, medical issues, etc. LC asked if members had any ideas on how to inform the wider community. NS Village Hall group for the over 6-0's was mentioned, along with the WI group and various other groups in the wider community. Social interaction is a great way to help combat loneliness in the area. Since the meeting, it has been confirmed that this 12 week course will take place every Friday from 10 – 12 in North Somercotes village hall from Friday 4th MAY onwards. CD mentioned a patient that had moved to the area with partner. Partner had passed away and the patient didn't even know their own neighbours so was very isolated. LC will gather contact information for the over 60's groups and signpost to patients. SB mentioned that MMP were not on the contact list in the NS Communications publication – this needs to be updated.	
CD advised that we won the Carer's award last year. New training material is needed so any information would be appreciated.	
CD advised that we now have 6 employed doctors and 3 sessional doctors. LS informed that she was impressed with the care she had received when attending appointments in respect of her own problems. CD and LC also advised of admin team changes.	
CD advised that the building works at Manby are ongoing. The reception and toilet area are yet to be started. LS mentioned that she had noticed that the new Manby sign was finally up directing people to "Medical Centre".	
SB asked if we had any information for a local chiropody service. No information was known by LC will look into this. Ear syringing is available on the NHS but there is approximately a 12 month wait for micro-suction at Grimsby. Specsavers will carry out this work privately for approx. £35 per ear. The federation has been trying to liaise with the CCG regarding ear care. CD was asked if we still carry out steroid injections. Some surgeries do provide these injections but not all. Doctors have to be specifically trained to do the injections for each body part so not everyone can inject everywhere. Does Dr J freeze warts? Confirmed that he has a clinic on the 1 st Wednesday of every month. Do patients know about these clinics? CD advised that patients are first seen in surgery at a normal appointment and then are passed on to the clinic if they require further treatment. RP mentioned that he was very pleased with surgery systems in place.	

The next meeting TBA