

Minutes of the Patient Participation Group Held on Thursday 24th January 2013 at The Marsh Medical Practice Manby

Present: Lorraine Green Dr Graham Parker Jane Caws
 Joan Page Terry Clayton Manjit Bains
 Abigail Crossley

Lynn Chapman took the minutes.

Apologies received from Ian Rowson, Elaine Bonnett, Sheila Pearce and James Mahaffy.

Fraser Graham has notified the practice that he no longer wants to attend any further meetings.

LG thanked everyone for attending.

Minutes of the last Meeting.

Minutes to be published on website. MMP was complemented on its web site as being very informative.

New doctor – Dr Saddik, our new female doctor, has now joined the practice.

Nurse Practitioner – LG stated that a newsletter was in the process of being drafted. This explains exactly what our Nurse Practitioner can do instead of having to see a doctor. This will also be published on the website but will be sent to committee members first for approval.

Messaging – LG informed the committee that we are actively trying to get this service underway. Patients are being asked for their consent to message appointment reminders, results etc. but it will take time.

Patient questionnaires

LG showed the committee the results from the recent patient questionnaire survey. See attached power point presentation.

Various discussions took place during the presentation:-

Appointments – LG explained that we offer appointments from 8.30 am daily and the first 3 are pre-bookable, the rest are book on the day. If we started clinics any earlier than 8 am this would incur extra receptionist and dispensary costs.

GSP said that he appreciated that people did have problems with ringing at 8 am, problems with arranging transport etc but stated that the on call doctor would see anyone that needs to be seen urgently on the day.

Most people found it easy to book on the day.

Receptionists at MMP were thought to be very helpful and friendly.

Housebound patients – Marsh Medical are arranging routine visits for housebound patients which will obviously limit what can be done within the home environment.

Patients' medication will be reviewed and other tests etc. as deemed necessary. This will take place during 2013.

Buddy System – 90% agreed good idea. JC to do more investigating and bring to next meeting. LG to put Caroline Lewis (Macmillan Nurse) in touch with JC. Have to be very careful introducing this kind of system as different people have different needs and one does not want to interfere with professional bodies already in place.

Medication – GPS stated that MMP has to prescribe generic medication not branded. Medication is the same but the packaging differs.

After the presentation, it was decided that overall Marsh Medical had received very good positive comments.

Ordering of Scripts.

LG stated that Marsh Medical wanted to cease the option of ordering medication by telephone as it was deemed as not best practice. Mistakes could quite easily be made and often it was difficult to understand patient requirements. This service will therefore cease to operate from Monday 6.5.13.

Medication can be ordered in the following ways:-

By posting your requirements to us, either via Royal Mail or, through the post boxes located outside at each surgery.

Dropping off your white repeat slip into either surgery.

By using our online service – please obtain a username and password from one of our receptionists and log on to <https://systmonline.tpp-uk.com/> (DO NOT GOOGLE, USE YOUR ADDRESS BROWSER). Your repeat medication will appear with a tick box next to it for you to indicate your requirements. There is a text box at the bottom of the page which allows you to enter other instructions e.g. “Collect Manby” or Collect “NS”.

By using our free delivery service. To set up this service please speak to a member of the Dispensing team.

Next Meeting.

The next meeting is to be held at 9.00 a.m. on Thursday 25th April 2013 at North Somercotes.