

PATIENT REFERENCE GROUP (PRG) MEETING MINUTES

Wednesday 22nd August 2018

Present: Margaret D'arcy, Margaret Gaze, Bruce Hogg, Wendy Mower, Janet Munro, Dawn Rundle, Val Tompkins and Kathleen Warnes

Guest Speakers: Karen Hill and Sarah Legg (from Social Prescribing)

Staff

Linda Marquis:	Managing Partner
Lynsey Wayte:	Operations Manager
Helen High:	Medical Secretary
Jos Stares:	Admin Assistant (minutes)

Apologies: *Elisabeth Dewhurst, Sean Hall, Carol Palfrey, Elaine Parsons, Michael Simms*

Resignations: *Philip Kaye*

Social Prescribing:

Karen Hill from the Help Hub services, run by the North Norfolk District Council, gave an explanation about what this service is.

Karen introduced her colleague Sarah Legg, who is the Living Well Officer for the east part of the North Norfolk region.

Social prescribing is a non-medical solution to social, emotional or practical issues.

It is an opportunity for North Norfolk residents to have a face to face chat with one of the Living Well Officers in the individuals' home or a mutually agreed place, about the issues they have in their lives and any concerns they have.

Issues such as:

- Isolation
- Relationships
- Weight and diet problems
- Loneliness
- Debt and money problems

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The main aim of this service is to help people to become more resilient and able to self-care and seeks to address people's needs in a holistic way. It will link individuals to a range of non-clinical services, social and physical activities within their local community, such as: access to gyms or support to attend groups, advice on people to speak to about debt.

This service is aiming to relieve some of the pressure on GP practices. At the moment it is a 2 year pilot scheme which started on the 04.06.18. GPs and other health professionals can refer to this service but hopefully in the future individuals will be able to self-refer to this service.

Ms D'arcy asked Karen what qualifications the Living Well Officers have that make them suited to this job role.

Karen stated that all the Living Well Officers have ample training and have experience suited to the job role and Kerry, who is the Long Term Conditions Officer for North Norfolk, was previously a health trainer.

Previous minutes

The previous minutes were agreed.

Unfunded work: Linda informed the group that the ear syringing and pessaries are now confirmed to be funded in surgery until October 2019. After that date we will have to see about ongoing funding but this will be down to the NHS.

Flu: Linda reiterated the fact that there are going to be 2 different types of flu vaccines this year; one for the over 65's and one for under 65's. Linda added that this was the same for the entire country and there was only one supplier this year for the over 65 vaccine.

Mundesley Medical Centre will be advertising the flu clinics in the patient newsletter, via posters, on the waiting room TV and on Facebook. At risk patients under 65 and all who are signed up to SMS or email will be contacted directly.

Open Access: Following on from the Healthwatch meeting which Mrs Worsley attended on behalf of Mundesley Medical Centre, regarding practices being open 8 am-8 pm 7 days a week, Linda advised that the surgery will be having 5 extra telephone appointments a week. Some will be before 8 am and our patients will also have access to 5 appointments per week at a GP hub after 6.30pm.

Facebook: Linda stated that the Mundesley Medical Centre Facebook is now live and going to be used more for informing our patients of things like flu clinics and the open day.

Dementia Signs: Unfortunately we are still waiting on these.

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Mundesley Medical Centre 'The Future' Update:

Staffing: Ellen Walker joined us in July as our Practice Nurse.

Charlotte, our general assistant, recently won 2 awards for her training and one was out of over 3,000 other students. (See the attached news article for more information.)

A new Reception Apprentice, Leon has also joined the team.

Appointment Changes: Linda explained that the new appointment system is slowly coming into effect and explained the new process.

Mrs Warnes enquired that if a patient was to only want to see a GP what would the new process be? Linda advised that the patient could be offered a telephone appointment with a GP for them to decide who would be most suitable to continue the patients care.

We shall be advertising these changes by email, Facebook and clinicians are passing out the leaflets to patients. There was positive feedback from the group regarding the new system, and it was stated by the group that the reception team are already doing a lot of signposting already.

Linda asked about the groups opinions on the new appointment leaflet (see attached). Mr Hogg suggested the group review these later and then feedback to the surgery.

(Any feedback regarding the leaflets can be emailed to prg.mundesley@nhs.net, passed to one of our reception staff in person or via phone one 01263 724500 and also by post.)

Linda also added that Mundesley Medical Centre Reception team had received a 99% score for helpfulness in the national patient survey.

Linda informed the group that when we have new patients they come in for a registration appointment with Jess or Karen from our dispensary team who will explain how our practice delivers care.

Resilience bid: Linda mentioned at the last meeting that she had applied for funding for a Mental Health Nurse. Linda updated the group that she has received some of the funding she requested, and has interviewed a Mental Health Nurse who is due to start in October.

This Mental Health Nurse who is very experienced will be working 4 days.

The aim is for her to see a majority of the patients who have low mood, depression, have made suicidal attempts and other mental health issues.

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Linda added that the funding has been given for a 6 month pilot and then the Partners will review this and decide how this has been working and is of benefit to the surgery.

GDPR: Linda reminded the patient reference group that we need them to agree to the new GDPR guidelines on how we use their information or we will not be able to carry on contacting them in regards to the PRG meetings.

Open Day: Linda explained that the open evening will be taking place on the 20.09.18 and we would welcome any members who would like to come along to promote the group or those who would like to donate any cakes for our fundraising for Macmillan cancer and a new ECG machine for the Practice.

Ms Tompkins enquired if Linda had invited the pre-diabetes service. Linda stated that she had, as well as many other services.

ACT “Aylsham & District Care Trust”

Linda explained that ACT is gathering information and feedback from locals about groups and services because they have some funding for setting up services or to help evolve current ones where they are needed.

Pharmacy2U

Ms Warnes explained that she and many others have received leaflets through their doors stating Pharmacy2U is helping the NHS and your local surgery uses their services.

Linda explained that we do not recommend Pharmacy2U as patients cannot receive same day medications e.g. antibiotics. She then read out the National Pharmacy Associations advice about Pharmacy2U (see attachment).

Ms Warnes asked whether the practice would lose money if its patients used Pharmacy2U. Linda explained that our dispensary and the local pharmacy would lose money when patients use Pharmacy2U.

Also Linda stated that Pharmacy2U medication is sent via the Royal Mail and posted through the individuals' door, whereas our delivery drivers make sure they personally hand deliver the medication to the individual or a representative.

Mrs Rundle enquired whether some patients are able to have their medication in bottles instead of the blister packs. Linda explained that this is possible; all patients have to do is book in for a review at the dispensary or their pharmacy.

Patient Feedback

Friends & Family Test: Linda informed the group that we are back up to 95% as of August, and that all the feedback is positive. She added that CQC sees and reviews these.

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Patient suggestions: Linda went through the suggestions the surgery had received and they were discussed:

- Blinds for the top windows to deflect the sun – Blinds have been put over the windows in Dunlin room although the patient did not state which windows
- A few magazines would be good – Ms Gaze supported this suggestion, Linda stated that it is each practice's choice and on the grounds of infection control we will not have magazines out.

Any Other Business

Article for Patient Newsletter: Linda asked that if any of the patient group would like to write an article for our patient newsletter, they are welcome to do so on any medical topic.

It was agreed that Linda would ask the Mental Health Nurse to write an article for the next newsletter.

Mr Hogg asked how many times a year do Mundesley Medical Centre release a newsletter. Linda informed that it is 3/4 times a year.

Flu: Mrs Gaze enquired as to whether we could advertise the flu clinics in the Crab Tales. Linda advised that we try and put what we can in the Crab Tales when appropriate to do so.

Date of Next Meeting

The next meeting will be advised at a later date.