

**PATIENT REFERENCE GROUP (PRG)  
MEETING MINUTES**

**Wednesday 05th June 2019**

**Patients Representatives**

Margaret D'arcy	Hilary McFarlane	William Rusdell
David Carr	Wendy Mower	Michael Simms
Sean Hall	Carol Palfrey	Val Tompkins
Paula Holmes	Elaine Parsons	Laurence Tricker
Jane Hawksley	Dawn Rundle	Barbara Worsley

**Mundesley Medical Centre**

Linda Marquis, Managing Partner	Jos Stares, Admin Assistant (minutes)
Lynsey Wayte, Operations Manager	James Starling, Admin Apprentice

**Apologies**

Joanne Stewart  
Margaret Gaze

**Resignations**

Julie Weston  
Kay Warnes  
Maureen Marr

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**1. Introductions & New Venue**

Linda welcomed new members to the group and said that the new venue was after concerns about the poor acoustics at the Scout Hut and we would see how today went and decide which venue would be best for future meetings.

**2. Staff update**

Linda gave an update on staff changes.

Medical Secretary Helen has left and Beth has joined our admin team.

Dispenser Natalie had left to train as a medic in the Navy and that Chrissie who had previously worked at Mundesley Pharmacy has joined us.

**3. Resignation of Kay Warnes**

Mrs Warnes had resigned and Lynsey had presented her with a card and flowers at the practice. Mrs Warnes had been a member of the group since its inception in 2004. James read a thank you card from Mrs Warnes.

**4. Matters Arising**

**a) Dementia Signs**

Lynsey confirmed that these have been installed at the practice to help patients with dementia navigate the building more easily and use any facilities.

**b) CQC**

Linda confirmed that as yet the CQC had not arranged to re-inspect and that the practice was awaiting the phone call to confirm this.

Linda also explained that CQC would now be doing annual telephone reviews, lasting on average 1 ½ hours to pre-asses surgeries and whether they require an immediate visit.

**c) Visit by Norman Lamb MP**

Mr Lamb had visited the practice on 01.03.19 and met with Linda and Dr Maggio. Unfortunately due to Mr Lamb's tight schedule the meeting was cut to around 30 minutes. Dr Maggio & Linda explained the new appointment system and answered Mr Lamb's questions about this. He also received a copy of the patient leaflet about the updated system.

**d) Staff Photos**

These had not been updated as yet due to the staff changes.

**ACTION: Lynsey to organise staff photos**

**e) Patient Newsletter – Missed Appointments**

An article was published in the February newsletter, but unfortunately this has not improved attendance levels.

Mr Simms asked if the surgery follow up on any of the people who do not attend their appointments. Linda stated that the surgery follow up for vulnerable patients. We already send text reminders for all who are signed up to the SMS service and call patients who we are aware have impaired memories.

Mrs Worsley inquired if we were aware who the repeat offenders were. Linda informed the group that we are aware who some of these people are but we cannot withhold an appointment from them. Mrs Worsley asked could we not double book these appointments so that they are not wasted if the individual does not attend. Linda stated that if we did that it would then delay clinics if both patients attended for the appointment.

Lynsey added that we do run regular searches and display the results on a poster in the entrance to the surgery and on the TV screen.

**f) Volunteers**

Unfortunately Linda & Lynsey had not had time to arrange a meeting for patients who may wish to volunteer or fundraise for the practice. However Lynsey explained that the patients could help with the introduction of the NHS App which is due to go live from the 01.07.19. A few members volunteered to assist Lynsey. Mrs Palfrey asked how you could find this app. Linda informed that there will be a big launch for the app next month explaining it all.

Mrs Worsley asked if we needed the patient group to promote the use of the app. Lynsey explained that once it was up and running that we would like some group members to demonstrate the app to patients and promote its use as it links to 111 medical advice and online services.

**ACTION: Lynsey to meet with the volunteers**

## 5. Online Consultations

Linda informed the group that we will be getting a new website ready for “online consultations” which are not a skype call with a GP, it means providing extra information online before a consultation e.g. filling out a questionnaire in relation to the condition. This aims to save clinicians time as they will have more information to hand when a patient is seen, allowing them to be more efficient.

Mrs Worsley inquires if there would be a service for people to listen to the questions so that they are not misinterpreted. Linda stated that as a surgery we have volunteered to provide this service and we want it to be as user friendly as possible.

## 6. Primary Care Network

Linda explained that the latest NHS change meant that GP practices will be working with neighbouring practices to form Primary Care Networks. The guidance had been prescriptive that the group must have between 30,000 to 50,000 patients. In North Norfolk the 19 practices had asked to form one group but this was rejected. Mundesley will be part of the NN2 PCN with Birchwood, Paston, Cromer & Aldborough Practices, with have 42,000 patients between. There was additional funding to employ one social prescriber and one pharmacist per PCN but it was likely that the 4 PCN's in North Norfolk would work together to build on the existing services across the whole CCG area.

Mrs Palfrey asked how primary care networks fit into the CCG chain. Linda explained that the CCG's pass funding to the PCN and that North Norfolk has be split into 4 PCN's and we are NN2.

Linda continued that being part of the PCN means that from the 01.07.19 the surgery must provide extended hours, which is separate to the improved access, we are looking at early nurse lead 30 minute appointments starting at 07:30 1 or 2 days a week.

## 7. Presentation from Professor Simon Carding, Quadram Institute

Professor Carding and his colleague Emily Smith explained that they needed the groups help with a proposed research project on Fecal Microbiota Transplantation.

See the attachments for more information about the proposed research project on Fecal Microbiota Transplantation and the Quadram Institute and a current trial they are recruiting for.

## 8. Patient Feedback

a) **Friends and family tests** – The practice is currently at 96% currently at 95% for May, dipped to 92% in December and peaked at 96% for April. The group had the opportunity to read the comments that had been received.

b) **NHS Choices** – Since the last meeting the practice had one 5 star and one 1 star review therefore we are currently at 3 stars out of 5 (CQC do review these scores). A member of the group suggested that the members of the group wrote

a review if they felt this was appropriate.

An online review can be made at NHS Choices at:

<https://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43816&SortType=1#cmnt2396935>

c) **Patient Suggestions**

The following suggestions made by patients were discussed and PRG comments noted:

- To make the surgery more appealing with fake flowers

PRG comment: No as an infection control issue.

- For clinicians to not do telephone appointment if there is a patient waiting

Comment: Linda reported that we are constantly adjusting the appointment slot for telephone appointments. Patients will be given a morning or afternoon slot for emergency telephone appointments instead of an exact time.

Comment: Mrs Worsley asked if it would be possible to advertise on the TV screen if a Clinician was running late. Linda explained that it shows how many people are head of a patient when they sign in, and if signing in at Reception the receptionist will inform a patient if the clinician is running late.

- To sort out the clock in the waiting room

Comment: Linda said the issue was unknown but the clock had been changed to meet the dementia friendly practice requirements.

- To have more female nurses and a sexual health clinic

Comment: Linda stated that we already have 3 female nurses (+1 male nurse) as well as 2 female Healthcare assistants. Linda added that we are only funded for certain services in relation to sexual health.

- To play different music x2 \*

Comment PRG: They hope patients are not in the waiting room long enough to listen too much of this and there experience of it was fine.

- Praise for the senior nurses, Carol and Iain, who are very helpful and nice \*

- Offer creams for patients receiving injections \*

Comment: Linda explained that she wrote to the individual in regards to the cream for injections that it is purchasable from the local pharmacy.

- Have toys and books in the waiting room \*

Comment: The issue regarding toys and books has been discussed before, it due to infection control that we cannot have them in the waiting room, but welcome people bringing their own.

- Praise for the new appointment system, 10/10 was given a same day appointment \*
- To correct a mistake in the TV slide show \*

Comment: Linda informed the group that this had been amended.

*\* Indicates that patient left their named and their suggestion was responded to in writing*

All the suggestions were discussed. The Group agreed that there was no need for flowers or a change in the music.

Mrs Worsley enquired where the responses to the suggestions are displayed. Linda advised that the minutes from the PRG meeting are put on the website and a copy is in the waiting room. Anyone who gives their name on the suggestion receives a written response.

#### d) **Complaint**

Linda asked for the group's feedback in regards to a recent complaint received, stating that there was no air flow or ventilation in the waiting room.

HSE advice had been taken and it was up to the practice to risk assess this. Linda asked for the groups' advice and all stated that the reception was very open and right next to the door.

Mrs Palfrey enquired if the windows opened. Linda explained that they do. The group agrees that the waiting room is sufficiently ventilated. It was stated that it was a clean, open and lovely waiting room.

### 9. **PRG Tool Kit – Carers**

This month's tool kit is mostly about carers, see attached for more information. <http://www.northnorfolkccg.nhs.uk/ppg-campaigns-toolkit>

### 10. **Any Other Business**

- a) Mrs Worsley stated that by the information kiosk in Mundesley there is now an empty notice board and queried whether Mundesley Medical Centre could enquire to use this as patient only see most of the information if they come into the practice. Linda and the group agreed this would be nice.

**ACTION: Linda & Mrs Worsley to enquire about a notice board**

- b) Mrs Palfrey asked if anyone else had recently had a NHS health check and what they thought of it as it was stated to her that unless she attended the gym she

was classed as inactive. Others agreed they had received the same result. Linda explained that we have to use a national system but we will pass on these concerns.

**ACTION: Linda to ask Jess/ Lucy to pass along when they do update training.**

- c) Mrs Worsley stated that recently she was asked to come in for a repeat blood tests but the reception staff could not inform her as to why this was, which did cause her some worry and advised that this may be similar for other patients. Linda and Lynsey agreed this is something that can be reviewed.

**ACTION: Linda/ Lynsey to review the policy for repeat tests.**

- d) Mr Hall asked what the practice's policy is in regards to angry patients in the waiting room was. Lynsey explained that all staff members will try to work with the situation to defuse and relocate patients if necessary but only if we are aware there is an issue. Linda added that she has written to some patients advising them that their negative behaviour is unacceptable. Linda stated that sometimes we are not aware there is a situation, so please inform a staff member if you ever feel uncomfortable or unsafe.
- e) Mrs Palfrey stated that as a practice we are ahead of other practices in the way we run the surgery and in regards to signposting to relevant clinicians and services. Linda added that she had recently attended a document management meeting and there are some GP's who still open and read their own post and do not get out until about 10pm due to the work it adds.
- f) Venue – it was agreed to meet at the Coronation Hall in future.

### **Date of Next Meeting**

October date to be confirmed