

PATIENT REFERENCE GROUP (PRG)

MEETING MINUTES

Thursday 23rd March 2023

Location

Mundesley Scout Hut

Present

Christine Colbourne, Fiona Costello, Gill Palmer, Wendy Mower, Di Reeve, Jane Bourne

Staff

Linda Marquis: Practice Managing Partner

Carly Meiszner: Care Coordinator - Patient Services

Victoria Thomas: Pharmacy Technician

Welcome & Introductions

Linda welcomed the group back to our second meeting this year. Linda also introduced Carly Meiszner and Victoria Thomas to the group.

Matters Arising:

Linda updated the group on the building developments at Mundesley Medical Centre. The building was reviewed, and it was formally decided that the building was too small. We have been advised to create more office space in a cabin in the car park and consider requesting a new building when the current lease ends in 10 years.

Linda also discussed the spring covid vaccination campaign with the group. Mundesley Medical Centre are going to be delivering vaccines to those over 75 years old, in care homes or deemed clinically extremely vulnerable. We are hoping to do this at the medical centre, but this is dependent on what vaccination we are given and if patient needs to be observed once receiving the vaccination.

Staff Update:

The group were informed that Dr Kemp left at the end of February. Linda also informed the group that sadly Dr Dixon is going to be leaving the practice due to unexpected caring responsibilities. Unfortunately, there are very few GPs looking for permanent roles with many leaving permanent employment to work at as locums. The practice has engaged the services of a recruitment agency as

well as working with NHS England for recruitment but our distance from Norwich is proving to be the main issue for the very small number of possible candidates.

Linda assured the group that we have many clinicians at the surgery who will continue to see and treat patients. We have employed William Tench (Physician Associate) who recently passed his examinations first time. He will be working alongside David Tallentire and Chris Barker who are also Physician Associate's.

Dr Maggio who currently already works full time over 4 days (which is the practice standard for the majority of staff) will be available on the 5th day for the senior staff to contact and locums will be used, although these are very expensive.

We have also employed a trainee HCA, who has come from a care background. Ellie, Toni and Laura have all passed their apprenticeships.

End of Life Project and GSF:

Carly has led a project this year that investigates the way in which we deal with patients who are at the end stages of their life. A meeting took place with GPs and senior admin staff to map out these stages and to discuss ways in which we can centralise the patients care and their family in this difficult time. We are in the process of adopting the Daffodil Standards, which are a set of standards to offer the best end of life and bereavement care. The Care Coordinators at the practice are also contacting patients on the Gold Standards Framework (GSF) List to offer any support to them or their relatives in the form of appointments, referrals, and social support to improve their quality of life. Carly has also been contacting the relatives of patients that have passed at the Norfolk and Norwich to offer bereavement support and answer any questions they may have about the process. Giving these patients and their family a direct point of contact has provided comfort and a greater quality of support to these individuals.

Facebook

Carly oversees our Facebook page and posts any local updates. However, our Facebook page is also accessed by an NHS company called Redmoor, who post national campaigns. Carly asked the group for their feedback on these posts. The group said that they were effective and informative. Members also mentioned that they recently saw Carly's post explaining the different roles of each clinician at the practice. They felt that it might be useful to continue developing these and to focus on each type of clinician. Carly is going to look into this. The group were also shocked by the post about the number of patients who did not attend their appointments.

Victoria Thomas: Pharmacy Technician

Victoria Thomas explained her role as our Pharmacy Technician. She deals with medication optimisation, supporting GPs with medication reviews, dealing with out-of-stock medication, and trying to cut over issuing of medication. Her role is patient centred, making sure that they are taking the right medication for their needs. We are also looking into more sustainable prescribing. For example, eco-friendly inhalers, cost effective medication and not overprescribing. Victoria also supports GP with prework for structured medication reviews and opioid reduction plans. She is

currently on a Primary Care Pharmacy Technician course, which is centred around personalised care and how to use her role within the adapting GP surgery.

Any Other Business

Airmid

A member of the group mentioned that they had heard about a new app called Airmid which is linked to their NHS records, very similarly to the NHS app. Carly was going to have a look into this when she returned to the surgery as we were not familiar with this.

Since then, Carly has found out that Airmid is an app created by our clinical system (SystemOne) to allow patients to access their clinical records. In order to use it, online services must be enabled.

Text Message System

Some patients in the group mentioned that they were not receiving text message reminders for their appointments. This is something that Carly is going to mention to the IT department to investigate.

New Contract/ Targets

Linda mentioned that in April our new contract will be enforced. This was negotiated nationally prior to COVID and only has a 2.1% uplift making finance very tight for the next year to cover the increased running costs the building and staff pay increases. We are yet to know the full details of the amended contract, but this will largely focus on access. Already on many days all rooms at the practice are full and some staff are now providing phone clinics from home as we do not have enough space at the practice which will make increasing the volume of appointments offered difficult. We will wait to see the detail of contract which commences on 1st April 2023.