

PATIENT REFERENCE GROUP (PRG) MEETING MINUTES

Thursday 3rd August 2023

Location

Mundesley Scout Hut

Present

Elaine Parsons, Janet Kett, Wendy Fredericks, Di Reeve, Penny Rose, Gill Palmer, Fiona Costello, Tricia Hardy, Hilary McFarlane, Marie Greer Cllr Wendy Frederick, Deputy Leader and Portfolio Holder for Housing & People Services;

Staff

Linda Marquis: Managing Partner

Carly Meiszner: Care Coordinator - Patient Services

Christopher Barker: Physician Associate

Welcome & Introductions

Linda welcomed the group to our meeting. Linda also introduced Carly Meiszner and Christopher Barker 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 are on a waiting list for development but are adapting staff rotas to create more space.

Linda also discussed the spring covid vaccination campaign with the group. Mundesley Medical Centre delivered approximately 1,000 vaccines.

Carly updated the group on our end-of-life project which was discussed at the previous meeting. We are in the process of writing a report to present to the NHS Norfolk and Waveney ICB Place Board. The team have worked extremely hard to improve the way that we deal with these difficult times, and this has been well received.

Staff Update:

Linda informed the group that we are still advertising for another GP. Unfortunately, there are very few GPs looking for permanent roles with many leaving permanent employment to work as locums. Our distance from Norwich is proving to be the main issue for the possible candidates.

With Dr Maggio being the only GP, we have had to adapt the way we run the practice to ensure that patients still receive a high standard of care. We have created a leaflet explaining the changes to Dr Maggio's role. Dr Maggio's new role as a GP consultant means that he will not be routinely seeing patients. We have a team of Senior Clinicians that have the ability to assess, diagnose, arrange prescriptions and refer/ signpost patients. Dr Maggio will be available to these clinicians for specialise advice.

Linda also informed the group that the surgery has been declared a "Learning Practice" which means that we have been allocated a GP Registrar, a qualified doctor completing their GP training so that

they can work as a GP. They will be supervised by Dr Maggio, starting in November for 18 months, to complete their GP training at the practice. We also have final year medical students from Cambridge who will be seeing patients alongside Dr Maggio starting in mid-August.

A member of the group said that NHS jobs showed that we did not have any vacancies. Linda assured that group that GP vacancy was advertised locally with the Local Medical Committee, nationally on Primary Care Careers which was the site that the NHS team use and also with a recruitment agency. Linda said she would ask the NHS team if the role could also be advertised on NHS jobs.

Christopher Barker:

Christopher Barker attended the meeting to explain his role within the practice. Christopher completed an undergraduate degree and a master's degree to become a Physician Associate. In order to achieve this, Christopher had to undertake the same pathway that a GP takes to qualify but with a more generalised approach. He has been trained in medicines but doesn't not have the legal rights to prescribe. This means that he can arrange prescriptions with Dr Maggio's authorisation.

Christopher also discussed Dr Maggio's new role in the surgery. He feels that this change is positive as Dr Maggio is more available to him for advice making it easier to resolve patients issues promptly.

Christopher has also taken on post-natal appointments, learning difficult reviews and leads on infection control at Mundesley Medical Centre.

Members of the group expressed their gratitude for this explanation and feel more confident in what a Physician Associate is.

GPIP Programme

Mundesley Medical Centre are focused on making the necessary changes to improve all processes within the practice. Therefore, we have enrolled onto a General Practice Improvement Programme. which was introduced as part of the delivery plan for recovering access to primary care in May 2023 to help practices have more control over their workload, maximise the use of all staff roles and local services, meet the needs of patients and provide safe, equitable care. We are focusing on our dispensary processes (see next agenda item) and the booking of appropriate appointments.

The reception team and clinical team have signed up to a course where they will be given scenarios and will have to decide what appointment would be most appropriate. This means that we can collect data and adapt our training techniques if necessary. Clinicians will also be recording after each appointment if they feel that the appointment was appropriate or if another clinician should have seen them. This will give us physical data on how well our new process is working regarding Dr Maggio's role and allows us to make any changes if needed.

The group complimented Carly on the patient leaflet, "About Your Care" she had made explaining the changes.

Dispensary Changes

We are focusing on making our dispensary processes efficient and as safe as possible. This means that we have had to make some changes that we will affect service users.

- We now ask for 7 working days to process a prescription. However, please be aware that if you order medication on Friday afternoon/ over the weekend that this will not be seen until Monday. Although we use 3 suppliers, since the pandemic/Brexit, the delivery of medication

has become very erratic and extra time means that we are more likely to have been able to source the medication.

- As part of our commitment to review process to be as “green” as possible, we are no longer printing repeat slips. If a patient requires this, we can still print upon request
- We are aiming to get as many patients ordering medication via the NHS app as possible. We are preparing our receptionist to assist patient with this.
- We are asking patients that order via the voice mail and paper to use the app as this is the safest and most direct way to order medication
- We are aiming to reduce the number of managed repeats that we process to prevent wastage and increase the time that our dispensers have to prepare prescriptions. We will therefore be asking patients to order their own medication via the NHS app.
- We are also asking patients that order via outside organisations to order their medication via the NHS app as this decreases our workload and is safer.
- We are asking patients that have medication deliveries to collect their prescription if they can. This will allow us to be more available to those that genuinely need the service.

The group were concerned about those mainly older patients who would not be able to use the NHS app. Linda assured that group that we would work with patients to come up with a solution. If the majority of patients use the NHS app this will give more time for those that need extra help.

The group also mentioned the issues surrounding pharmacies. Wendy Fredericks explained that she is having conversations with the Integrated Care Board about the local pharmacy and is hoping to find a resolution.

Group Name Change

Linda explained the evolution of the group and how the previous and current name Patient Reference Group had come from NHS policies at the time. It was agreed to change the name of the group to “Patient Participation Group”, PPG which was the common name for patient groups at the current time.

Visit by The Honourable Duncan Baker MP – Thursday 17th August 4pm

Dr Maggio and Linda have invited Mr Baker to visit the practice and see the success and issues in general practice by meeting with the team at Mundesley Medical Centre on Thursday 17th August at 4pm. If any members of the PPG would like to attend to discuss the practice or wider NHS with Mr Baker, please let Carly Meiszner know if you wish to attend via email – carly.meiszner@nhs.net

Any Other Business

- A member of the group mentioned how informative the “About Your Care” leaflet was but wondered if we could post this to patients to try and reach those who do not have social media. We have posted them on Facebook and the practice website as well as having some paper copies at the practice. We agreed to consider how we could get this information to as many patients as possible.
- Many of the members made positive comments about our service and were “highly delighted” to be a patient at the surgery.
- 2 of the group offered to volunteer at the practice to help patients register and use the NHS app. Date of Next Meeting To be arranged at the end of November/beginning of December 2023.