

PATIENT REFERENCE GROUP (PRG) MEETING MINUTES

Thursday 30th November 2023

Location

Mundesley Scout Hut

Present

Jane Bourne, Fiona Costello, Dawn Rundle, Janet Kett, Hilary McFarlane, Aileen McFayden, Elaine Parsons, Gill Palmer

Staff

Linda Marquis: Managing Partner

Carly Meiszner: Care Coordinator - Patient Services

Rachel Patton: Admin Assistant

Welcome & Introductions

Linda welcomed the group to our meeting. Linda also introduced Carly Meiszner and Rachel Patton to the group.

Matters Arising:

Linda updated the group on the building development. Linda and Dr Maggio have recently met with NHS England Estate who are looking to help with the lack of space at the surgery. Linda advised the group that these changes are not promised and is an extremely long process.

Staff Update:

Since Dr Maggio's role changed to GP Consultant, he has been more available to assist patients that require his expert knowledge. We feel as a practice this has been most effective in managing demand.

We are pleased to welcome Dr Anozie to the practice as GP registrar. A GP registrar is a fully qualified doctor who is completing their final GP training with us. She will be seeing patients and having feedback sessions with Dr Maggio for extra support where needed. Dr Anozie will be with us for 3 days a week until May 2025.

A salaried GP has been appointed but we are currently unsure of the start date.

We have recruited 2 new apprentices in dispensary and 1 within the admin team and are looking to recruit another to manage reception duties within dispensary.

Physician Associate, William Tench has left the practice. David Tallentire is also going to be leaving the team at the end of the year. Both have taken jobs closer to where they live.

Covid and Flu Vaccines Update:

Since the start of the campaign, we have delivered approximately 2000 covid vaccines and 2000 flu vaccines. We are still administering flu vaccinations, so please contact reception if you are eligible and wish to have this.

Rachel Patton: Admin Assistant

Rachel attended the meeting to explain her team's role within the practice. Rachel is an Admin Assistant who deals with urgent and routine referrals, letter correspondence, coding and filing, recalls for appointments and patient written and verbal queries. Rachel also explained the checking processes that she undertakes to ensure that no referrals and test results are missed. The group appreciated the insight to her role and felt that they had a clearer understanding of her role within the surgery and how important it is.

Signposting

Linda Marquis has been involved in a Care Navigation project led by the NNPC (North Norfolk Primary Care) who are holding training events for administrative staff. This began pre Covid but was put on hold. Carly Meiszner attended the training and said that it was very insightful. Signposting was one of the main topics. This related to the reception team asking a series of questions and directing patients to the correct appointment/ service depending upon their answers. Mundesley Medical Centre already do this but are keen to enhance the templates they use when communication with patients. The course also covered communicating with difficult patients, symptom spotting and use of clinical IT systems/ templates.

Awards

The practice has been recognised in 2 national wards; Linda Marquis was presented with Highly Commended for Outstanding Contribution to General Practice 2023 by the Practice Manager Association.

The practice team have also received a Highly Commended for the Daffodil Standards – Best GP Practice Team for work on improving process at the end stages of life by the RCGP (Royal College of General Practitioners) and Marie Curie.

NHS app

Mundesley Medical Centre have been involved in a GP Improvement Programme. This has been a 6-month NHS programme where we have been developing our process. We have reviewed our registration process, task trails and dispensary processes where we are encouraging patients to use the NHS app. Carly reported the success surrounding her recent project in promoting the NHS app. She has been running bookable and walk in clinics to assist patients in downloading and using the NHS app. This has been very effective. Please see figures below.

	July	August
Monthly registrations	19	166
Repeat prescriptions	547	865
Logins	3384	5337

Carly is planning to arrange another walk-in clinic in December/ January

Mundesley Medical Centre would like to thank volunteers Fiona Costello and Gill Palmer for all their help in managing these clinics.

Any other business

The group thanked the staff for all their help and support over the last few months.

Date of Next Meeting

To be arranged for March 2024.

Merry Christmas and a Happy New Year from Mundesley Medical Centre.