

PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTES

Thursday 12th September 2024

Location

Mundesley Scout Hut

Present

Elaine Parsons, Hilary McFarlane, Janet Kett, Dirck Geary, Penny Rose, Christine Jones, Angela Adams, Gill Palmer, Christine Colbourne, Nicola Boyle, Wendy Fredricks

Staff

Linda Marquis: Managing Partner

Carly Meiszner: Care Coordinator - Patient Services

Emily Gravener: Dispenser

Welcome & Introductions

Linda introduced herself alongside Carly and Emily to the group. New and returning members of the group attended to discuss matters within the practice. Carly explained that the guest from Integrated24 was no longer able to attend the meeting due to unforeseen circumstances.

Matters Arising:

At the previous meeting in May, the group discussed appointment capacity and how the practice were managing this. Linda updated the group on this subject. She assured the group that we were catching up with the back log of appointments that we had, but this was made difficult due to staff sickness and annual leave. The management team have now allocated all pending appointments to patients who require them, and the reception team are now in the process of contacting these patients.

5770 patients are currently registered at Mundesley Medical Centre, and we booked 3496 appointments in the month of August. This highlights the efforts in which we are going to, to ensure patients are seen but are still aware of the delays that have been present. Linda also wanted to bring to the attention of the group, the statistics surrounding long term conditions. These conditions mean that patients often require more support from the practice.

Asthma	11% of our patients
Hypertension	Almost 25% of our patients
Depression	15% of our patients
Diabetes	10% of our patients

Staff Update:

Doctors

Dr Bowman and Dr Oludeye have recently joined the team as permanent GPs.

Dr Anozie, a GP Registrar, will be with us until May 2025.

We offered another GP a position at the practice but due to personal reasons is yet to start. We are hoping that she will join us in the new year.

Nursing Team

Nurse Practitioner, Mari-Anne has recently joined the team and is seeing patients for emergency and routine matters.

Noah has joined the nursing team as an apprentice HCA. He has completed his phlebotomy course and is now holding blood test clinics at the surgery. He is still training to do dressings, ECGs, INRs, and smoking cessation.

HCA Katt has also joined the team and is currently updating her skills in primary care having previously worked at the Norfolk and Norwich Hospital.

Reception Team

Samantha has joined the reception team as an apprentice. She is currently learning skill at the reception desk and will soon be answering the phones.

Dispensary

Mikey has joined the dispensary team as an apprentice. He is trained to serve patients at the front desk and will soon be learning the other skills required to dispense medication and deal with patient queries.

We have also employed Grace who will be joining the team as an already qualified dispenser as apprentice Erin is leaving us at the end of her year of training.

Housekeeping

Our Cleaning team leader has commenced her maternity leave. We have employed another housekeeper who will be working 3 nights a week so assist the current team.

Working with other PPG groups

Kate Bywater, Practice Manager at The Market Surgery Aylsham would like to arrange a meeting with PPG groups in the area and has asked if we would be interested. The group decided that we needed to know more information about this before committing to any arrangements.

Emily Gravener: Dispenser

Emily shared with the group the new technology dispensary has been using to issue repeat medication. The robotic automation is currently processing 22% of prescriptions, which is a 5%

increase within the first month of using this tool. The robot can issue straight forward repeat medication, taking requests from online services and the NHS app and inputting them into the computer software allowing dispensary to prepare the medication. On average this is saving the dispensary 15 minutes a day and 30-40 minutes on a Monday, due to the increased number of requests over the weekend. This system has been trialled by the Integrated Care Board (ICB) and does not issue any high risk or controlled medication and does not issue repeats unless due. The robot can also identify medication reviews that are overdue to notify our staff to arrange this. The group were impressed with this new technology but had concerns about its reliability. Emily reassured the group that there were back up measures in place to ensure no requests go missing and can be retrieved.

Compliments from Friends and Family

We have recently changed the way that we collect data from our patients following appointments. We are now able to take written comments from patients and most have been glowing. Please see examples below.

“Excellent service quick and efficient”

“On time, very pleasant, knew what she was doing as it was a trainee with Carole P.”

“Carol was very kind and caring, especially as I was unwell. She offered extra care. She is exceptional at her role”.

“Staff very friendly and willing to answer any questions they were able to. They also explained things very clearly.”

“A very welcoming, professional, and informative consultation, clearly outlining my plan relating to the current condition. I am grateful for the ongoing support received from the staff at Mundesley Medical practice.

“Dr Bowman is very thorough and couldn't have been more helpful”.

“Ian was professional and knowledgeable. My appointment was on time and useful.”

“Never before enjoyed such excellent service. Dr Oludeye is second to none for her knowledge, attentiveness to my medical issues, and pleasant manner. Can't thank her enough :-)”

“Mundesley surgery is the best in the area. The doctors and staff are all 1st class, professional and kind. Wouldn't want to go anywhere else.”

Lots of patients did mention in the comments that a “cup of tea” would improve our service which the team were amused by. This has boosted the morale of the hard-working team at Mundesley Medical Centre who work to provide the best possible service for all patients. We are aware of the challenges that we have face in the last year but have worked with great effort to overcome these and feel that we are in a better position.

Any Other Business

Chronic condition reviews: A patient in the group wanted to know how we arrange reviews for patient with long term conditions. Linda referred to the Quality Outcome Framework and explained that we aim to contact all patients annually for a review. This has however proven difficult due to staff changes. The patient had a personal circumstance in which they felt let down by the service. Linda empathised with the patient and our reception team are trained to triage appointments and if made aware of any worrying symptoms would gain appropriate advice.

Dementia reviews: Another patient wanting to discuss dementia review. The patient wanted to ask what this review involved. Linda, Carly and Emily were not certain at the time. The appointment involves a physical check (BP and general lifestyle questions) and then follow up to discuss memory and living conditions.

Housebound patients: We discussed the ways in which we assist out housebound patients. Linda and Carly explained that we arrange district nurse visits for routine care and reviews but also arrange clinicians from Mundesley Medical Centre to visit for more acute or complex issues. The Care Co-ordinators in the practice review care homes, learning difficulty homes and palliative patients, arranging referrals, medication, and visits for these patients.

Online access: The group discussed the topic of record access via online services. It has been brought to the attention of the team that these requested are not being actioned in a timely manner. Linda explained that we have a significant back log of these requests because each request requires staff to read and summarise patients' entire records. The team felt that if patients were more aware of the process, they would be more patient in waiting for access. Carly is going to investigate arranging this.

See complaints: A patient of the group felt that it might be useful to discuss complaints and review the learning outcomes from these incidents. Linda agreed that we would do this at our next meeting.

10 Day Ordering: Emily explained to the group that our medication ordering process allows patients to order medication 10 days before they run out. The group were not aware of this and were under the impression that it was 7 days. Emily explained that we ask for at least 7 days but is always better to order around 10 days before to ensure that they have enough. Carly is going to promote this.

Update from Cllr Wendy Fredricks

North Norfolk District Council

Parish: Mundesley

Fuel allowance: There is going to be a cut in fuel allowance. Social prescribing is available for those who face struggles with these cuts/ pension cuts. North Norfolk District Council also offer financial advice.

Pharmacy in village: The pharmacy in the village has recent been faced with Pharmacist shortages. The Integrated Care Board are aware aim to act on this.

Asthma checks school: Wendy asked Linda if we would be able to arrange asthma checks in school. Linda said that we could investigate this but was not sure of the practicality of arrange this alongside our clinics in the surgery.

Toilets – Wendy reassured the group that the public toilets in Mundesley would not be closing but the council faced some very difficult funding decisions.