

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

**Thursday 15<sup>th</sup> February 2024**

### **Location**

Mundesley Scout Hut

### **Present**

Penny Rose, Tricia Hardy, Wendy Mower, Hilary McFarlane, Barbara Worsley, Elaine Parsons, Aileen McFayden, Fiona Costello, Christine Colbourne, Paula Holmes, Nicola Boyle, Wendy Fredericks, Gill Palmer

### **Staff**

Linda Marquis: Managing Partner

Carly Meiszner: Care Coordinator - Patient Services

Carrie Wones: Dispensary Team Leader

### Welcome & Introductions

Linda welcomed the group to our meeting. Linda also introduced Carly Meiszner and Carrie Wones to the group.

### Matters Arising:

Mundesley Medical Centre have been asked to hold a Coronavirus Vaccination Spring Campaign to target our vulnerable population. We are awaiting further correspondence regarding the criteria for eligibility.

An update was given on the NHS App promotion project. This has been very successful so far with approximately 49% of our patients signed up. Carly has been running clinics to assist patients in setting up the app which has been well received. We aim to continue to promote the app, with lots of new features becoming available to patients soon.

Since the last meeting Mundesley Medical Centre made it to the finals of the Impact Futures Awards in December. This was a national award, and we were in the Practice of the Year category for the work done on our new system of working.

## Recent Media Interest

Linda wanted to inform the group of the recent negative media attention that Mundesley Medical Centre have received. There have been recent comments made by an anonymous account on "X" formally known as Twitter, about the clinicians within the surgery questioning their medical capabilities. The comments were mostly directed at Physician Associates. Other members of staff were also targeted in these comments. It appears that this account comments on medical matters nationwide and that we were target due to our transparency on our staffing choices. However, this negative media does appear to have impact our patients view on Physician Associates with a few patients now refusing to see them. Our team are fully trained and equipped to meet our patients needs under the supervision of Dr Maggio.

Similar comments have been left on our NHS Review page.

These concerns have also been raised to the CQC (Care Quality Commission) who are in the process of investigating further. Linda had a 40-minute phone call with the inspector on the 15<sup>th</sup> January 2024 and was asked to provide supporting documents. Linda submitted a 30 page report on the 17<sup>th</sup> January 2024 and is awaiting a reply from the CQC.

This situation has been damaging for all members of our team. We are working closely together to ensure that we continue to deliver a high standard of care while supporting our own wellbeing.

## NHS Funding

Linda outlined the financial situation within the practice. The practice used some funds to extend the workforce as per NHS guidelines, employing three Care Coordinators, three Physician Associates, a Pharmacy Technician and a Health and Wellbeing Coach. In the past 3 years the practice has benefited from underspend in other areas however this year NHS England has said that any underspend cannot be transferred to areas which are overspent. The practice will be approximately £80,000 overspent. This means that the staff in these roles that have left cannot be replaced.

Linda also explained that a new GMS contract for GPs is currently being negotiated at a national level. As the practice has an older population who need more care the amount per patient to provide care as required by the GMS contract (general health care) is around £132 per patient. This is a single amount per patient per year, regardless of the number of appointments or contacts with the practice. A 1.9% increase has been offered and rejected. The contract could be enforced or the BMA may ask GPs to strike. The minimum wage is increasing by 9.8% so practice budgets are going to be very tight and services will be affected.

Whilst we are looking at how to run in the most efficient way, it may take us longer to answer your calls and you may have to wait longer for a routine appointment. We always aim to offer the highest standard of care but are learning to do this in a more economical way and will not be able to offer the same standard of care as we have done for many years. Linda is doing everything that she can to make this situation as positive as possible.

The group offered their help to the practice in areas such as painting and gardening. If you do wish to be added to a volunteer list, please reply to this email and Carly will create a list of members. This is very much appreciated by the entire practice.

### Update on Staffing

We have sadly lost David Tallentire (Physician Associate). Nurse Practitioner Laura Forster and Health and Wellbeing Coach Kimberley Goodwin are also leaving at the end of February. All have taken jobs with less travel distance. A Receptionist has left and an apprentice receptionist's contract has finished. A member of the Reception Team has transferred to train as a Dispenser and another to be HCA. We are not replacing the reception team members. We have been advertising for PAs and Nurse Practitioners.

### Dispensary: Carrie Wones

Carrie Wones has worked at Mundesley Medical Centre in our Dispensary for 10 years and in the last year has become Team Leader. She helps with the general running of the dispensary, prepares prescriptions and orders stock but also manages the team and helps Karen with financial tasks.

A dispensary is essentially a business that creates an income for the practice. Due to the recent changes in NHS funding, we are now focusing on ways to make this area of the practice more profitable. We are looking to reduce the amount of stock that holds in the surgery to decrease waste and is more cost effective.

Carrie shared some data to the group to present the volume of work within the dispensary.

- On 22<sup>nd</sup> December: 268 prescriptions were completed.
- In January 7225 items were dispensed
- We dispense to 2,500 patients.

Some recent changes have taken place within the dispensary to make this workload more manageable. For example, the dispensary now asks for 7 days to prepare a prescription. This is due to the slow manufacturing and delivery of medication alongside our increased workload. We have also streamlined our delivery service to ensure that patients that need this can still receive this service. We aim to tighten this further as we still deliver to some patients that are mobile and able to leave their home.

A member of the group asked about medication reviews and how they go about getting one of these. We have a Pharmacy Technician, Victoria Thomas who can deal with many medication queries and reviews.

### Any other business

A member of the group mentioned the Motor Neuro Disease Association and wondered if there is anything in place where we contact these patients, in a similar way that we contact our Gold Standard Framework patients. This is something that Carly is going to investigate. Our support around carers was also a subject of discussion. At the practice we often refer carers to Social

Prescribing if they need support. We also have individuals that lead in care for carers at the practice to ensure they are signposted to the correct organisations.

Another member of the group wanted to present The Healing Harbour Charity. This charity was set up to improve the wellbeing of people living in the area with deteriorating health. They are looking for volunteers to help run the charity. I have attached the leaflet regarding this if you wish to contact them.

The group thanked the staff for all their help and support over the last few months. They ask that we are not disheartened by recent times and rise above the negativity.

#### Date of Next Meeting

To be arranged for 3 months' time.