

Munro Medical Centre

Patient Group Minutes Wednesday 16th May 2018

PRESENT: Anthony – Chair, Veronica, Joan, Frank & Bernie - MMC – Dr Wheatley, Lisa Jones & Debbie Herd

1. Anthony welcomed all to meeting
2. Apologies – Received from Janet & Steve
3. Minutes of Meeting 14.03.18 – agreed by Veronica & Frank
4. PPG Awareness week – this is taking place 4th June, discussed opportunity to raise profile of group, agreed will advertise the week.
5. Pinchbeck/Pennygate – on hold at moment.
6. Paramedic Prescribing – We have been able to secure places for our paramedics to undertake this course starting in September, will be great for the individual staff and improve service for patients and reduce time they have to wait for prescriptions.
7. Actions from survey – most undertaken, to speak to Holly for update on car-parking.
8. Friends & Family – Results circulated % figures to Anthony
9. AOB –
Neighbourhood Teams – Deb reported that the practice has been appointed a nurse for this post, Sam, she is due to start early June. Purpose is to help co-ordinate care and perhaps concentrate on certain patient groups i.e. those with multiple long term conditions or those with frailty. The neighbourhood teams work across the CCG (Clinical Commissioning Group). It was suggested that she come to July meeting to explain her role. – DH

Items raised – magazines for waiting room – LJ

Raised chairs, some chairs replaced in blue waiting area, higher chairs for both waiting rooms have been on order, but company no longer in business, Veronica suggested leg raiser to raise chairs – DH

Suggestion of “checking-in only” at one of reception points to reduce queues at desk, when self check-in not working. - - LJ

Confirmation of policy on charging for urine bottle if told to bring in by our practice nurse – DH

Group members discussed sharing e-mails to allow for greater communication, all present happy to share. - DH