



The Masharani Practice Patient Participation Group
Notes of the Meeting held on Monday 24th April 2017
At Lutterworth Health Centre

1 Welcome and Apologies

Present: S Staples (**SS**), (**MP**), Richard Morgan
Marjorie Deacon, Ray Moore, Jeanette Moore,

Also in Attendance: Dr Masharani (**VM**), A Masharani (**AM**)

Apologies:

Sue Emery, Steve Robbins, Roy Deacon

2 Notes of the AGM held on 30th January 2017

These will be on the web site along with the Annual report and noted at the next AGM January 2018

3 Surgery Report - VM

The Practice is growing rapidly in number originally around 4,000 patients now it has 6,000. This has meant not only staffing pressures both admin and clinical but also physical space in the waiting area. To enlarge this there was discussion and suggestions about re modelling the children's area.

Compliments, Comments, & Complaints.

The practice receives numerous thank you cards

There has been one formal complaint around excessive waiting time – this was caused by an emergency in the surgery. The complainant has been responded to

Staffing Update.

Nursing Staff – Judith has left due to commuting difficulties. 2 recruited and an HCA level IV

Sadly Tracey Koenig is leaving to foster new horizons

Kim the Practice Pharmacist will soon be doing face to face consultations

Admin – Rachel has left for personal reasons

Medical – Interviews for two Drs are to be held shortly so hopefully here will be a full complement to staff the sessions soon!

Quick Start – Anita reported that she was participating in this programme that defines new smarter ways of working and managing Meds reviews, BPs, Diabetes and other long term conditions.

It was reported that the League of Friends had donated funds for 10 BP Monitors for patients to use at home to record their Blood Pressure. These are in use via a returnable deposit scheme.

Appointments

Using Systmonline Online appointments were picking up and similarly on line prescription reordering. The new booking in system for pre booked appointments is now up and running and has been quite well received. There is a problem that it does not issue a ticket so the patient has to remember their number and room.

Temporarily they are being offered paper to write this down. It is anticipated that it will be adapted to produce a ticket in the near future.

There are other sharing functions that can be made available for example a short medical record and test results. These are not yet enabled for our patients but will be shortly.

Medicine Reviews

SS asked about Medicine reviews and would the Pharmacist be doing these in the near future?? and maybe some guidance for the patient as to who best to make their appointment with might help release some GP appointments/time. Also a concern that there was duplication of work by admin, over calling patients in for review appointments – she herself had three different calls within a week. Anita said that this may be because of the way the systems flag these. VM agreed that it may benefit by further discussion at their staff meeting to look at ways of overcoming this

Practice Web Site.

This is now up and running and our pages are gradually being filled – Steve Robbins is keen to do online Newsletter maybe by June.-suggestions welcome

Home Visiting Service

This is a new approach from the Clinical Commissioning Group to support practices be more responsive with home and nursing home visits using a triage system , it needs a little patient education and understanding but overall it is going well. It was suggested that this could be an article in the on line newsletter explain how this works.

Litter

Anita reported her concern regarding the increase in litter in the car park pointing out that no one is responsible for cleaning this area – RM offered to help with cleaning this up and was thanked for his offer - VM advised that a long term solution needed to be found.

5 Updates from Other Meetings & Future Meetings

SS advised that she had attended the ELRCCG Network meeting on the 27th March, unfortunately no one was available to attend it with her. It was an interesting meeting with presentations from – Helen Mather Planned care support Officer on Planned care at ST Lukes Hospital, Shazia Patel Senior Pharmacist at the ELRCCG giving a prescribing update , First Contact Plus Manager , and a Mental Health update by Jim Bosworth Associate Director of Contacting LPT . Following this there was a general discussion between PPG members.

SS shared an invitation to a 'Better Care together' event on LLR Electronic Record Sharing on Wednesday 3rd of May this links to the enabling of electronic records via systmonline as discussed above.

6 MPPG Constitution

SS presented an update of the constitution. (Documents – present and new draft already circulated.) She felt it was necessary to recognise the existence of the Virtual (email /web based) and had made that addition and just a small change in the Agenda items paragraph – ‘agenda items to be submitted to the chair and agendas circulated approximately 10 days in advance. The update was approved. The updated document will be circulated.

7. AOB

SS had been contacted by a member of the PPG to add an agenda item regarding the possible closure of Feilding Palmer hospital and Glenfield Childrens Heart Unit These items were not added to the Agenda as both do not come into the remit of the PPG. He Heart Unit Consultation had now closed.

It was agreed that as there is a wider community interest regarding the future of FPH and that formal updates would be reported at the meetings. SS reported that she had and AM recently attended the AGM of FP League of friends where it was very briefly discussed. SS gave an update from the CCG that ‘there is no more information over and above that which was presented at the Lutterworth PRE ENGAGEMENT meetings’. There is no news about the securement of funding of the Local Sustainability Plan from NHS England and that nothing can happen during an election campaign, therefore she felt it is highly unlikely that there will be any move to Public Consultation if it goes ahead until at least the autumn.

SS thanked the FP League of friends for their kind donation of £1500 to help upkeep the public defibrillators (a letter of thanks has also been sent on behalf of the PPG)

7. Date of next meeting

24th July 2017 at 7.30p.m