

**MINUTES FROM PPG MEETING
THURSDAY 12TH DECEMBER 2019**

IN ATTENDANCE:

MEMORIAL MEDICAL CENTRE – SHELLY MUGHAL

MEMBERS - [REDACTED]

PREVIOUS MINUTES DISCUSSED

No matters arising

PRACTICE UPDATE

Members were updated accordingly:

- Introduction of Shelly Mughal who is our new Assistant Operations Manager 25 hours per week.
- We have a new full time Nurse, Jessica Dufton, who will be a specialist in long term conditions.
- We have a new Medical Secretary, Paula Pittard working three days a week.
- Janice has now left to explore other opportunities – Julia Davis starts on the 6th Jan
- Dr. Ian Gould has now left
- We have Dr. Uso Ebulue contract has finished in November
- We have a Clinical Pharmacist who is working remotely on behalf of the surgery and will be undertaking medication reviews and dealing with new medication request which will free up more time for GP's.

TOTAL CLINICAL STAFF

5 x Partners
1 x Salaried GP's
2 x Registrar GP's
5 x Nurses
2 x Health Care Assistants
2 x Paramedics
Dr Mahli - Locum

TOTAL NON CLINICAL STAFF

14 x Patient Co-Ordinators
12 x Administrative staff

CARER REVIEWS

Andy our paramedic will be carrying out carer reviews on Monday evenings to check the physical and mental health of carers and will be able to offer support.

I.T. UPGRADE

The practice has undergone an IT upgrade over 4 days which caused a lot of problems! This has now been completed and new systems installed. AccuRx as well as iPlato can now be used by GP's to send test results to a patient which is a huge bonus. A directory of services has also been linked to EMIS so populates patient details automatically onto referral forms automatically.

APPOINTMENTS

Following results from the national survey and questionnaires that [REDACTED] kindly gave out to our patients, more changes are now being made as follows.

Appointments are now available for the following day and up to 7 days in advance, instead of 3 weeks, due to patient feedback. We are also hoping to release appointments more frequently than 8am and 2pm.

We are encouraging GP's to make their own appointments for patients if they wish to see them again.

Members were informed that we do not allow patients to come into the surgery to make their appointments at 14:00. They will need to either book these appointments online or over the telephone.

ANY OTHER BUSINESS

NOTICEBOARD

Have added some information on Diabetic eye Screening. Members were reminded that this is for their use and to be used as they deemed fit.

SERVICES

Shelly would like the members of the PPG to have more awareness of the services that are available. Members agree and are happy with the diabetic eye screening service to come and have a talk with them.

LONG TERM MEDICATION USE

Members were concerned about long term medication not being monitored appropriately and also feel that contraindications of medications should be highlighted on relevant patient records. Members were informed that GP's do monitor medication and that such issues would be assessed during medication reviews. If a GP was concerned about a patient then a telephone call would be arranged to speak to them accordingly.

REPEAT PRESCRIPTIONS

We clarified to the group that 72hrs notice period has to be given in respect of ordering prescriptions and that weekends are not included in this time. It was explained that if a prescription has been ordered too early then it would be rejected unless there was a reason noted for this, such as holiday commitments etc.

CAR PARK

Temporary sign put up in the car park until signage is changed. Members feel the car park and surrounding areas are unsafe for patients and members of the public. It is estimated the signage around the building is to be changed next year 2020

MEETING

Meeting days to be changed to a Tuesday instead of a Friday, Rebecca Unwin will be attending meetings with Shelly going forward

Date of next meeting

Tuesday 10th March 2020