



## Patient Engagement Group Minutes

Date 23<sup>rd</sup> May 2019  
Time 6.30 pm  
Author Mike Swift  
Venue Old Priory Surgery

Present	Initials
A. Care (Chairperson)	AC
E. Ashford	EA
D.Hazzard	DH
G.Greenman	GG
J. Kerr	JK
H.McAlister	HM
S.Nosheen	SN
S.Pope	SP
D. Shell	DS
S.Savage	SS
V.Sharif	VS
R.Small	RS
PH Soames	PS
M.J.Swift (Secretary)	MJS
D.Treadwell	DTr
V. Treadwell	VT
H. Wheeler	HW

Apologies	Initials
Margaret Cox	MC
S.Thomas	ST
Jackie Langton	JL

No	Discussion, Status, Actions, Description etc.	Action
1.	<p><b>Welcome</b> AC welcomed everyone to the third meeting of the MMP South Patient Engagement Group (PEG)</p>	
2.	<p><b>Minutes of the Previous Meeting</b> The minutes of the MMP South PEG meeting held on 21st March 2019 were approved as a correct record.</p>	
4. 4a	<p><b>Matters Arising</b></p> <p><b>Appointments</b> SN &amp; JK provided a progress report on the implementation of the triage based appointments system across all the practices run by MMP. It was noted that Stratford House Surgery was now on the “Hub” (thus meeting the deadline agreed at the previous PEG meeting). Members thanked SN &amp; JK for the work that had been done but made the point that 4 (out of 11) MMP practices were not yet on the “Hub” SN pointed out that the “Hub” and the associated triage, comprised a new way of working which would provide a more effective use of resources, particularly with regard to inappropriate attendances.</p>	

<b>4b</b>	<p><b>Staffing Problems – Local &amp; National</b> AC &amp; JK made the point that staffing shortages were still a national problem and that MMP was making every effort to recruit GPs, advance nurse practitioners and other grades of staff to avoid the need to rely on locums. In addition JK made the point that additional funds were being made available for staff such as community pharmacists.</p>	<p><b>AC &amp; MJS to write to the Secretary of State stressing the need for additional primary care resources</b></p> <p><b>JL &amp; JK to publicise the MMP CQC Report as soon as possible.</b></p>																
<b>4c</b>	<p><b>MMP-Wide CQC Report</b> JK confirmed that the full report had still not yet been received by MMP but would be made available to the PEG in due course. In the meantime it was noted that the MMP rating of “outstanding” in the previous CQC report had been downgraded to “Good” largely because of some problems with risk assessment and because of a general rise in CQC standards. JK confirmed again that the CQC report would be made available to the PEG as soon as possible</p>																	
<b>4d</b>	<p><b>Minor Ailments and Local Pharmacies</b> AC &amp; MJS reported that the above scheme was no longer supported by NHS England. However advice was still available from local Pharmacies across MMP sites.</p>																	
<b>5</b>	<p><b>“Did not Attend” Information</b> SN &amp; JK reported that they would be bringing a DNA Audit to the next PEG meeting</p>																	
<b>6</b>	<p><b>Primary Care Networks</b> AC reported that national development of the above networks which would enable GP practices to combine on a wider scale, if appropriate, thereby enabling primary care providers to take a wider strategic view of the provision of primary care services. JK noted that this was a step forward in “wrapping services round the patient.</p>																	
<b>7</b>	<p><b>Extended Access Appointment Activity.</b> SN &amp; JK reported that over the previous 6 months the “extended Access” Facility had been used as follows</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">DPMC</td> <td style="text-align: right;">21%</td> </tr> <tr> <td>Stratford House</td> <td style="text-align: right;">9%</td> </tr> <tr> <td>Old Priory Surgery</td> <td style="text-align: right;">19%</td> </tr> <tr> <td>All Saints Medical Centre</td> <td style="text-align: right;">4%</td> </tr> <tr> <td>Broadmeadow Medical Centre</td> <td style="text-align: right;">2%</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>DNAs</td> <td style="text-align: right;">10%</td> </tr> <tr> <td>Total Utilistion Rate</td> <td style="text-align: right;">87%</td> </tr> </table>	DPMC	21%	Stratford House	9%	Old Priory Surgery	19%	All Saints Medical Centre	4%	Broadmeadow Medical Centre	2%			DNAs	10%	Total Utilistion Rate	87%	
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8	<b>Dudley Park Medical Centre Clock</b> It was reported that a new clock had been provided as requested.	
9.	<b>Date and Time of Next Meeting</b> Wednesday 28 <sup>th</sup> August, Broadmeadow Medical Centre, Keynell Covert, Kings Norton. Birmingham, B30 3QT 6.30pm-8.00pm	.