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| Present | Initials |
| A. Care (Chairperson) | AC |
| Dr K Crossman | KC |
| C. Hinds  | CH |
| J. Kerr | JK |
| J. Langton | JL |
| J Morris | JM |
| S. Pope | SP |
| M. Stancovic | RS |
| M.J,Swift (Secretary) | MJS |
| D. Treadwell | DT |
| V. Treadwell | VT |
| H. Wheeler | HW |

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| Apologies  | Initials |
| Dr S Ghosh | SG |
| Dr D Sangha | DS |
| S. Savage | SS |
| P.Majevadia | PM |

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| **No** | **Discussion, Status, Actions, Description etc.** | **Action** |
| **1.** | **Welcome**AC welcomed everyone to the meeting of the MMP South Patient Engagement Group. |  |
| **2** | **Minutes of the Previous Meeting**The minutes of the meeting held on 28th August 2019 were agreed as a correct Record |  |
| **3** | **Matters Arising**Given the heavy Agenda for the current meeting, it was agreed that Matters Arising should be deferred until the next meeting. |  |
| **4** | **Patients not Attending Appointments (DNAs)**AC welcomed Dr Kay Crossman from MMP who provided a very useful report on patients not attending appointments (DNAs) during the three month periods January to May 2019 and July to September 2019 split by individual practices. The following pertinent points were made:* In Jan/May 2019 DNAs accounted for 14% of all MMP appointments
* In July/Sept the figure was 10.5% of all MMP appointments
* In all there were approximately 2800 DNAs per month across MMP, causing 625 & 600 wasted hours.
* Given that each GP appointment cost something like £25, the monthly amount “wasted” amounted to several thousand pounds
* The forgoing was in spite of MMP offering texted appointment reminders, each with an option to cancel.
* DNAs were followed up and if three appointments were missed with no explanation, patients could be excised from the surgery’s list.

**Members’ Comments*** Members pointed out that given the current telephone system it was not always possible to cancel appointments over the phone. Therefore a “cancelation line” was required.
* In addition members requested that patients in the appointments “queue” were informed as soon as no further appointments were available for that day, rather than having to “hang on” until they reached the front of the queue and then getting the bad news.
* The current telephone system was not meeting patients’ requirements
* There was a need to educate patients and carers to ensure that only those persons needing medical centre care made appointments. It was noted that a local survey run by MMP had identified that up to 25% of attenders did not need to be seen by medical centre clinicians.

AC thanked Dr Crossman for her report and it was agreed that her report should be added to the minutes of the meeting and referred back to the next meeting where the way forward could be discussed in more detail. |  |
| **5** | **The Future of the Dudley Park Medical Centre (DPMC)**AC opened the discussion by clarifying that the DPMC was the property of a group of GPs who had now all retired from general practice and who wished to sell the accommodation. The DPMC had been sold to the Christadelphian Church. The Christadelphian Church had agreed to a one year lease to allow MMP and the local NHS to find alternative permanent replacement accommodation. Information leaflets and letters had been distributed to; local pharmacies, to other local surgeries and to DPMC patients. In addition MMP had reassured staff based at DPMC that no jobs were at risk.AC went on to say that this situation although initially very worrying, could provide an excellent opportunity to improve primary & community care (and the introduction of “Third Sector” facilities) in Acocks Green, if the right local accommodation could be found. As a first step a firm had been appointed to carry out the necessary accommodation search.After discussion members agreed that a local group entitled “The Friends of DPMC” be established to provide local patients’ contributions to the purchasing and planning of the replacement accommodation alongside the work being done by MMP and the Clinical Commissioning Group (CCG). | AC & MS to take the necessary action and the “Friends” to report back to the PEG |
| **6****6a****6b** | **Any other Business**SP reported that the minutes of the previous PEG meeting had not been displayed on the PEG notice board in Stratford House.MMP agreed to take note of this for future PEG minutes and to add the minutes to the MMP website.SP expressed concern about the number of part time locum GPs currently working at Stratford House. MMP explained that the situation had in part been resolved now that Drs Lachme and Mawy were now working fulltime in Stratford House. | MMP to ensure that PEG minutes are displayed as necessary |
| **6c** | The future of the Mere Green Practice. MMP explained that the Practice had been reviewed by the Care Quality Commission and found wanting. It had proved impractical to upgrade the surgery as necessary and therefore it had been amalgamated with other practices in the locality and the patients on the Mere Green list allocated to other surgeries. |  |
| **7** | **Date and Time of next Meeting**Thursday 30th January 2020, All Saints Medical Centre, 1.30-3.00pm |  |