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| Present | Initials |
| Anne Care (chair) | AC |
| Sai Savage (MMP) | SS |
| P Majevadia (MMP) | PJ |
| Debbie Thornton (MMP) | DT |
| Helen Wheeler | HW |
| D.J. Shell | DJS |
| Veronica Treadwell | VT |
| David Treadwell | DT |
| Valerie Soames | VS |

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| Monique Stankowic | MS |
| Simon Pope | SP |
| Valerie Sharif | SF |
| Jean Payne | JP |
| David Payne | DP |

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| Apologies | Initials |
| Mike Swift (chair) | MS |
| R Small | RS |
| Jamie Kerr (MMP) | JK |
| Jackie Langton (MMP) | JL |

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| **No** | **Discussion, Status, Actions, Description etc.** | **Action/s Owner** |
| **1.** | AC welcomed everyone to the meeting and explained that the title of the group is now **MMP Central PEG**. This is due to being a Primary Care Network and the CCG requirements. |  |
| **2.** | **Minutes of previous meeting:**  The minutes of the meeting held on 24th October 2019 were agreed as a correct record |  |
| **3.** | **Matters Arising: Progress report on changes to appointment system across MMP:**  **DT** and **PM** stated that MMP have increased the number of on line appts across MMP which has made a positive impact on patient access, and this has been evidenced at All Saints. |  |
| **4.** | **Development of Clinical Pharmacy Role:**  **PM** that the role of the clinical pharmacy is having a positive impact on patient care, including medication reviews, reviewing prescriptions to identify ‘“potential waste”, to ensure that prescriptions are relevant and appropriate and to reduce the cost implication for the NHS.  **PM** also mentioned the introduction of the **Prescription Ordering Desk** (POD) The rationale is to provide a dedicated phone line where staff can deal with prescription ordering and queries from patients and pharmacies etc, which is very time consuming and has been taking up a lot of reception time in the past. The new system is already working very well.  **AC** suggested that information should be available for patients when changes are being made as patients are not always aware of these changes. |  |
| **5.** | **Staff change**s since last meeting:  **PM** updated on the following: Sonia Nosheen, Senior Regional Officer-Projects (previously managing the telephone HUB) has now left MMP  Following the retirement of Margaret Cox at Stratford House a new Site Lead Officer has been appointed and will is due to start in the next few weeks.  **Advanced Nurse Practitioners** have been appointed – with previous Practice Nurse experience.   * 3 Physician Associates have been appointed and are making a significant impact on patient access while providing additional support for clinical staff across MMP. * MMP have introduced an internal Health Care Assistant Programme (HCA) to encourage personal development and improve access to appointments.   **PM** stated that although the opportunity is available to all admin staff it’s a personal choice and success is dependent on the level of interest within the organisation.  **PM** also stated both MMP North and MMP Central are benefiting from the additional clinical capacity the additional staff have made.   * An additional Clinical Pharmacist is due to start. * 2 Pharmacy technicians are undertaking a drug monitoring review, a review of potential wastage. One is working across MMP North and the other across MMP Central. (see item 4) |  |
| **6.** | **Stratford House report**:  **PM** stated that the new Site Lead Officer has been appointed and an update on progress will be available at next PEG meeting.  **SP** stated that 2 out of 3 doctors attended a Christmas party on 12th December, which further reduced the number of appointments that patients could access. He also stated that 2 out of 3 Doctors were on annual leave during the Christmas period when there was a shortage of locums?  **PM** said he would look into this? |  |
| **7.** | **Triage Training for MMP staff:**  An update was sent by JK (MMP) in which he stated that all HUB operators had training handling of emergency calls on 21st January. Dr KC will be following up on further training for the HUB staff in the next few months |  |
| **8.** | **CLOSURE OF DUDLEY PARK MEDICAL CENTRE**  **AC** raised patient concerns regarding the above and the limited time scale of October 2020 when the lease for the current building runs out. **AC** also mentioned the ‘wish list’ of patients who would like MMP and the CCG to consult with patients as the consensus is that this should be considered an opportunity to develop a ‘health centre’ which would provide a wide range of services that are not currently available for patients in the Acocks Green Area. All Saints provides a comprehensive range of services for patients, which are not always accessible for patients who are registered at Dudley Park and Stratford House.  **DT** and **VT** agreed that time is of the essence, and as no confirmed premises has been found AC would contact the CCG and invite them to our meeting of 2nd April to update us on the situation. | AC |
| **9.** | **VS** raised concerns regarding locums seeing patients with long term complex medical history in a ten minute appointment. Do they have access to hospital letters and enough time to view the medical history?  DT and **PM** suggested that an extended appointment slot could be requested when booking so that the Dr has extra time to consult with the patient.  **PM** also stated that both Medical Directors (Dr E and Dr C) have been undertaking a review of patient consultations and treatment by the locums for quality assurance and appropriateness of care.  **PM** and **SS** agreed that as all patient information is integrated on the clinical computer system the consulting GP would have access to current information relating to diagnosis and treatment. |  |
| **10.** | **HW** asked why there was a wait of 10 – 14 days for a blood test at All Saints. **PM** stated that blood tests are available at the HUB during extended access. HW asked why patients are not made aware of this.  **AC** suggested that although MMP are improving access to a wider range of services if patients aren’t aware of it then it defeats the object and doesn’t help patients who don’t know about the service. Some posters have been produced giving information for patients, but members agreed that patients do not always notice them among the other posters that are being displayed. |  |
| **11.** | **Primary Care Networks:**  MMP are working hard to bring new services to patients and hope to be in a position to announce a new working relationship at our next PEG meeting! |  |
| **12.** | **Date& time of next meeting:**  Thursday 2nd April 2020 & 6.30 – 8.00pm  Venue: Dudley Park Medical Centre  28 Dudley Park Road  B27 6QR |  |

Please note: If you would like to add anything to the agenda please let us know by 17th March as the agenda is prepared two weeks in advance of the meeting:

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