



Patient Engagement Group Minutes

Date 21st March 2019
 Time 6.30 pm
 Author Mike Swift
 Venue Dudley Park Road
 Medical Centre

Present	Initials
A. Care (Chairperson)	AC
D.Hazzard	DH
L.Cooper	LC
J. Langton	JL
J. Kerr	JK
H.McAlister	HM
S.Nosheen	SN
S.Pope	SP
D. Shell	DS
M.J.Swift (Secretary)	MJS
D.Treadwell	DTr
V. Treadwell	VT
H. Wheeler	HW

Apologies	Initials
M.Cox	MC
S.Savage	SS
S.Thomas	ST

No	Discussion, Status, Actions, Description etc.	Action
1.	<p>Welcome AC welcomed everyone to the second meeting of the MMP South Patient Engagement Group (PEG)</p>	
2.	<p>Minutes of the Previous Meeting The minutes of the MMP South PEG meeting held on 26th January were approved as a correct record.</p>	
4. 4a	<p>Matters Arising</p> <p>Appointments Following on from previous discussions at the PEG meeting held on 26th January, when members had expressed great disquiet about access to appointments across all MMP practices, AC welcomed to the meeting Sonia Nosheen and Jamie Kerr, the MMP “Hub” Project Manager and the MMP Business Support Officer respectively, to talk about the Appointments “Hub” and the way forward. In response to members’ questions JL reported that it had not been possible to meet the current deadline of incorporating the All Saints and Stratford House Surgeries into the “Hub” by the 21st of March 2019. There had been a number of reasons for this, including difficulties in recruiting & training the necessary additional receptionists. Members expressed their disappointment, SP making the point that the original deadline for the inclusion of All Saints and Stratford House had been</p>	



Patient Engagement Group Minutes

Date 21st March 2019
 Time 6.30 pm
 Author Mike Swift
 Venue Dudley Park Road
 Medical Centre

<p>4b</p>	<p>September 2018.</p> <p>SN & JK began by making the point that the “Hub” comprised two elements; improved access to services for all MMP patients and the development of “triage” whereby receptionists were trained to discuss patients’ conditions and symptoms over the telephone, or at the reception desk, to ensure that the patient was referred to the most appropriate clinician. VT intervened to seek reassurance that; Triage by non-clinical members of staff would not overlook important symptoms and; that patients would retain the right to speak only to a Doctor if they so wished. SN confirmed that this was the case and that patients would still be able to make appointments using the MMP IT system. She went on to say that MMP was implementing “staffing analysis” to promote the most effective use of staff across the board.</p> <p>In response to members’ comments SN and JK undertook to ensure that All Saints would be incorporated into the “Hub” in time for the next meeting of the PEG in May 2019</p> <p>Staffing Problems – Local & National</p> <p>AC & JL referred to the minutes of the previous meeting which had described both local and national staff shortages in Primary Care. AC made the point that the UK had fewer Drs per head of population than Malta. As had been said previously, MMP was making efforts to plug gaps with, amongst other personnel, Advanced Nurse Practitioners, two of which were being trained by MMP at the present time, Pharmacists and Physicians’ Assistants.</p>	<p>SN and JK undertook to ensure that All Saints would be incorporated into the “Hub” in time for the next meeting of the PEG at the end of May 2019</p>
<p>5.</p>	<p>MMP-Wide CQC Report</p> <p>JL and 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. JL & JK confirmed again that the CQC report would be made available to the PEG as soon as possible</p>	<p>JL & JK to publicise the MMP CQC Report as soon as possible.</p>
<p>6</p>	<p>Minor Ailments</p> <p>AC reported that many local Pharmacists provided minor ailments, e.g. sore throats, stomach troubles, teething, constipation and diarrhoea programme whereby patients could seek advice and treatment (including prescriptions) from local Pharmacies. Patients who were exempt from paying for NHS prescriptions from the GP were also exempt from paying for NHS prescriptions provided by the pharmacists as part of the programme. . Members noted that there was little publicity available about this scheme. JL agreed that the necessary information would be added to the MMP staff training scheme and the PEG agreed that AC & MS would contact the Birmingham NHS Clinical Commissioning Group and ask that the latter use its good offices to publicise the scheme across the City.</p>	<p>JL to include the Pharmacists, Minor Illness Scheme in future staff training programmes.</p> <p>AC & MS to contact the CCG to request that publicity about the above scheme be improved.</p>



Patient Engagement Group Minutes

Date 21st March 2019
Time 6.30 pm
Author Mike Swift
Venue Dudley Park Road
 Medical Centre

	<p>Members please note: following the PEG meeting AC came across a national advertisement for the Minor Ailments Scheme and also that this information has been distributed for information.to Members of the Acocks Green Forum</p>	
7	<p>Local Problem Solving AC made the point that there was no information in MMP Surgeries signposting who was currently “In Charge” should patients and or their families & carers wished to resolve an issue there and then. Perhaps a local notice board would be useful? JL agreed to take this up as a training issue.</p>	<p>JL to include “who is in charge” notice boards as part of staff training</p>
8	<p>MMP PEG Communications AC stressed the need for good communications between MMP & the PEG and vice versa. She referred to the lack of information about the recent “Dementia Café event” & the newly introduced weekend and evening appointments.</p>	
8a	<p>Missed Appointments LC reported that in February 2019, 99 MMP patients failed to attend their appointments without any prior warning.</p>	
9	<p>Dudley Park Medical Centre Clock DT pointed out that the former DPMC PPG had donated the clock in the DPMC reception area and requested that MMP take over the care and maintenance of the clock. JL agreed to take this on board.</p>	<p>JL to ensure that MMP take over the care and maintenance of the former PPG clock in the DPMC reception area.</p>
10.	<p>Date and Time of Next Meeting Thursday 23rd May 2019, Old Priory Surgery, 6.30pm-8.30pm</p>	