

## MPG Meeting- 28<sup>th</sup> June 2017

**Attendees:** 2 MPG members, Chris White, Catherine Bradley  
There were 3 apologies.

Chris opened the meeting at 5.30pm

Chris started by thanking members for attending and moved on to update members on the suggestion box in reception. The group were informed that we regularly check the box for any responses and only received the one item of feedback which was positive. Leading on from this Chris touched on the Friends and Family responses that was launched approximately 2 years ago, it was discussed that patients are able to respond online or via the Friends and Family questionnaire in reception. We have no statistics at present but Chris said for the next meeting he would try and source this so that the group has an idea of the number of patients responding. One member queried if we had an idea of the percentage of our patients that use the online system to order prescriptions, Chris does not have this information but will try and collate for the next meeting.

It was suggested to try and increase the responses to the MPG's suggestion box for reception staff to ask patient's opinions. It was thought this would be too much to ask of the staff alongside their daily duties but it has been suggested that on an ad-hoc basis we will encourage patient's to fill in PRG feedback forms which are on the front desk in reception.

Chris moved on to an item on the agenda which was a request from the CCG that we discuss with members of our MPG the outcome of the Caring Together Assurance report, (Copies of this meeting minutes/slides were distributed to attendees, if any members would like a copy of the slides please contact the surgery). Chris briefly touched on the scheme, the aim of it and the reason it was introduced to save money. The estimated/projected cost savings of the scheme were discussed. As part of the scheme we touched on the top 5% of patients likely to need help more often and how these patients are managed in the surgery as part of the avoidance in Secondary Care. Chris informed the group that searches are done to identify patients and to help in the avoidance scheme a care plan is put in place to help them and us try and keep their contact with secondary care low.

The members asked about medicine management data and what potential cost savings have been seen since the introduction earlier this year of patients ordering their own medication. We have no data at present but if we did get any he would share this with the group.

Chris wanted to finish by discussing a meeting that he had attended for Chairpersons and members of PPG groups in the Congleton area which comprised of Readesmoor Surgery, Lawton House and Holmes Chapel Medical Centre, a copy of the minutes from this meeting was distributed to attendees. Chris summarised what the meeting was about which was the relevant members of the different groups talking about how their patient group works and feeding back on things that have worked and not worked for them to help each other to make a success of their PPG group. The Chairpersons meeting also touched on funding and budget distribution and also the role they would like PPG groups to have in supporting GP's. Chris welcomed any member's views and if they would be interested in attending the next

meeting on the 7<sup>th</sup> September at 1.30pm here at Meadowside. It was agreed that it may be a meeting of interest and that we would send out a copy of the invite to all members of the MPG group as any absentees of this meeting may be interested in attending along with a copy of the minutes.

The PPG Chairs meeting is in addition to Meadowside Patient group's quarterly meetings.

The attendees were then asked if anyone would be interested in taking up the chairperson's role for Meadowside Medical Centre's MPG going forward in light of these new meetings.

Chris closed the meeting at 6.45pm.