

MPG Meeting Minutes -26th September 2017

Attendees: Chris White, Catherine Bradley, AP, IG, LW.

Apologies: JC

Chris opened the meeting at 5.35pm

Chris started by announcing the resignation from the MPG of Mr MO and informed attendees he had written a letter of thanks to Mr MO for all his work over the years on behalf of the group.

Chris moved on to the shared Clinical Pharmacist role across the 4 practices in Congleton including Holmes Chapel. It has been decided by the practice taking into account different factors that this wasn't a role or service needed within our practice. Aside from this Chris did inform attendees that a new GP- Dr C Dawson has joined the surgery and a new nurse Sister F Maris.

Better access initiative. Over the coming years there needs to be better access to General Practice for patients outside of the standard 8-6.30 in addition to that which Meadowside already does on Tuesdays. The extra time is based on 30 minutes per 1000 patients so in our case it would be an extra 4 hours over a week.

Eventually, Saturday opening is possible, but this is likely to be shared across the 3 Congleton Practices. Chris did inform the group that at present we do share facilities with Lawton House as they use our rooms for their minor ops clinics, but understandably sharing facilities and sharing patients are different.

Chris moved on to the text messaging and the ways that we contact our patients. The group agreed that they would like to see more text messages it works well and is a great reminder. The practice is currently looking at a new system which we may be able to use in the future to invite patients to the flu clinics rather than having to use the postal service.

Chris moved on to the Chairs meeting that some of the group attended alongside Chris. The attendees from the chairs meeting felt that the meeting was a good opportunity to information share with other practices and get ideas of initiatives that they may have tried within their PPG groups. The group decided though for the foreseeable future they were happy to stay independent and not have one big PPG group across the 4 practices.

Other business discussed the NHS choices feedback and the scoring is not changing. Chris has challenged them as to why the good comments are not making a difference to the overall score i.e. it has not improved considering the practice is getting better comments. Chris is awaiting feedback from NHS Choices on this and will inform the group as and when he gets a response.

A member mentioned they had been invited to take part in a meeting regarding a mental health survey for local services in the area; they were going to attend and would feedback any relevant information at the next meeting.

The group discussed the date for the next meeting which is scheduled for December it was agreed with everyone that the 12th December was best date for everyone to attend, an agenda to follow nearer the time. Chris reminded members that the quarterly chairs meeting is the 30th November at Meadowside Medical Centre, the agenda and details will be sent out to all members closer to the date.