

## MPG Meeting Minutes -12<sup>th</sup> December, 2017

**Attendees:** Chris White, 3 MPG members.

**Apologies:** 1 MPG member

Chris opened the meeting at 5.30pm.

Chris started by discussing MJOG a new texting service which is an add-on to the Emis appointments service we use in the surgery. The new system texts patients when their appointments are and in addition to this patients can also text back to cancel appointments. This service can be used to send out invites to clinics and send reminders to patients, the long term plan is use this and in turn it will save money on postage as it's cheaper and more cost effective to send a text invite. The friends and family questionnaire is also sent now via the MJOG system and patients can reply at the moment based on the replies we have had 73% of patients who would recommend the surgery. Unfortunately these results cannot be uploaded to NHS Choices.

Chris updated members that the current phone contract finishes in March 2018 and the Partners are looking into options at present.

Chris moved on to e-consult a new system accessed via the website where patients are asked a series of questions this report is sent to the practice for the GP's to review and the appropriate action taken. This won't be an instant response from a GP they have until the end of the next working day. This new will go live in the New Year and it is a trial for 3 months to see how it works.

Chris touched on the international recruitment scheme which is an NHS England scheme the practice has registered interest as we are short of some GP hours. If we had candidates interested they would still have to go through the normal recruitment process i.e. interviews. We are currently using locum GP'S to fill any gaps we have at present. Chris informed the group that from October 2018 we will be required to open an additional 4 hours per week and from April 2019 potentially an additional 2 hours per week. Chris had no further information of times and how it would work for the additional hours.

Chris moved on to the Quarterly Chair meeting that he attended, it was mentioned at this meeting who it should benefit and that it was really for Chairs and Vice Chairs of the relevant PRG Groups and not practice managers but as Chris stated he is the Chair for Meadowside Medical Centre's PRG. The Chairs group do value Chris's attendance at the quarterly meetings as it helps them to see how things work from a practice manager's point of view and are happy for him to continue to attend. Chris touched on the Community Hub which is about offering more services through the Congleton and Holmes Chapel surgeries all working together. In 2018 more work will be done on this and the quarterly chairs group will feed back. Holmes Chapel discussed patient engagement that they had conducted a survey and they discussed with the group the outcome of this and what they wanted to change, and that is the way online services are communicated to the patient community of what

they can do online, and what they can have access to online. Holmes Chapel are looking at doing some sessions for patients to raise awareness.

Chris briefly touched on A&E in that it has changed slightly there is a nurse triaging patients as they walk in now before seeing a A&E consultant or an OOH GP so that patients are been sent to the right place for the problem.

Book club money. Chris explained that the collection tub has been stolen out of reception at present if anyone wants to buy a book they give the money to reception who have a tub in the back office to collect the funds. The group asked about having a tub back and chaining it up in reception. Chris agreed that we would look in to this and informed the group that the fund currently stands at £113.00.

Next quarterly meeting Chairs meeting is the 8<sup>th</sup> February 2018 and the next quarterly MPG meeting for Meadowside PRG is Tuesday 27<sup>th</sup> March 2018 at 5.30pm.