

MPG Meeting Minutes -27th March 2018

Attendees: Chris White, Catherine Bradley, 5 MPG members

Apologies:

Chris opened the meeting at 5.30pm.

Chris began with an e-consult update the data handed out was extracted from the website since its launch at the beginning of the year until this week it has had 89 visits by patients and out of those visits 18 resulted in GP intervention and overall we saved 13 appointments. This system is still in the early stages so no feedback yet as to whether it will continue.

Chris moved on to an MJOG update which he informed the group is working really well, patients can text back to cancel appointments and this links up to Emis the appointments system that we use. We have been using this system to get peoples consent for the new data protection regulations that come in to place at the end of May. Our friends and family scores have also improved to above 80% due to MJOG and patient satisfaction.

Chris updated the members on the Quarterly Chair meeting that he attended in February, Chris confirmed that he is representing practice managers and also representing the practice as well. In this meeting a TV was discussed as some of the practices have one for information and calling patients in, but to have this you require a TV licence and out weighing that against what we pay to have the radio in reception it probably wouldn't be a big saving and not sure if the patients would prefer that to having the radio to listen to. The members thought that they are not sure if a screen would be any better than the running bar we have now. Holmes Chapel Chair updated the group they are looking in to meeting monthly, but it is a bigger practice and group agreed that this is something we wouldn't do and would stick to quarterly. The last patient questionnaire was done in 2014 not sure if beneficial to do again Chris will feed back on this.

One of the members queried with Chris what Health watch is Chris said we would gather more information on this as he was not 100% sure of how it works and how the work they do is related to the GP surgeries.

Chris moved on to a general practice update that we are from April moving across to strictly electronic referrals so there will be fewer paper referrals to hospitals. This shouldn't affect patients.

Chris confirmed to the group there is still talk of different opening times shared across the practices in the area no further details as yet and there is still a lot of detail to be confirmed.

Book club money agreed by all members to use some of the funds to buy a new collection tin so we will source one and get it fixed back in reception by the next meeting.

Chris just briefly touched on a new 'changing roles' document that has been sent out to practices where new roles are being creating in general practice and others are what we already have under a

different job title. The aims of the scheme is to upskill existing workforce and expand in some cases with addition of new roles, some of these have been trialled in the local area.

Chris moved on to discuss NHS Choices and the good and bad comments we are receiving. Chris informed the group he has tried a number of times to find out how the scoring works and the length of time the comments stay on the website and still has no further information. Chris told members that he always invites any complainant's to come in and discuss and responds online to comments. Some recent complaints have been around the prescription system; the group were informed about the procedure and the difference between electronic prescriptions and printed. A few of the members said they find sometimes their prescription requests are rejected and no reason given. The process was explained to the group for rejections and as feedback they would like to know a reason for a rejection. Chris agreed that he would bring up with GP's in the next practice meeting and feed back in the next quarterly PRG meeting.

Next quarterly meeting Chairs meeting is in July 2018 and the next quarterly MPG meeting for Meadowside PRG is Tuesday 10th July at 5.30pm.