



MARISCO PATIENT GROUP

MINUTES

General Meeting

DATE: 22 March 2018	TIME: 6 pm	LOCATION: Marisco Practice Mablethorpe: Training Room
Present:	Peter Rigarlsford (PR); Kim Hoey (KH); Barry Hotson (BH); Michael Kay (MK); Lesley Robinson (LR) Dr Lowe was present for item 4 and brought up to date about item 15.1	
Apologies:	Pam Cutts; Jan Dye; Margaret Elliott; Gill Harvey; Leila Turner; Mick Verrall; Amy & Mike White; Ray Walker.	

ITEM	SUBJECT	ACTION	BY
1.	Welcome PR welcomed everyone to the meeting		
2.	Apologies Apologies were made as per the above	-	-
3.	Questions from last meeting minutes: 3.1 Progress on policy folder – KH advised that she had now passed this to GH who was finalising the folder prior to handing it to the Practice for final sign off.	GH	Next meeting
4.	<p>Practice Updates:</p> <p>4.1 Appointments – how far in advance can they be made – MK reported particular difficulty in getting essential 28 day frequency appointments. Dr Lowe advised that it should be possible for patients to book up to 4 weeks in advance. Availability is partly dependent on the staff member who compiles the rotas being in the practice, and also on the number of clinicians available (3 Nurses left suddenly around the same time which caused problems). Advance rotas have been difficult but seem to be settling down now. Dr Lowe advised that Sit and Wait appointments versus bookable appointments was 50/50. Sit and Wait has reduced the number of complaints received by the Practice. Bookable appointments have a 10% non-attendance rate. The availability of on-line appointments varies according to demand.</p> <p>4.2 Marsh Medical Practice – how much involvement and influence on Marisco Dr Lowe advised that Marisco was working in partnership with Marsh Medical Practice. Resources are shared and the two practices support each other. Dr Lowe confirmed that there were no plans to shut the Sutton Surgery down. This would be counter productive as the</p>		

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	<p>number of home visits required would increase as Sutton patients could not get to Mablethorpe. Home visits take up more of clinician's time.</p> <p>Dr Lowe finished by acknowledging the work the Patient Group was doing for the Practice.</p> <p>PR brought Dr Lowe up to date on the Dog Walking service the Patient Group was investigating – see item 15.1</p> <p>4.3 Practice website – updating</p> <p>PR advised that this was being worked on, and he was working with Ann Rostron in respect of the Patient Group page. The TV screens in the Practice would show aspects of the Group's work.</p>		
5.	<p>Committee Updates</p> <p>Nothing to report</p>		
6.	<p>Treasury Matters</p> <p>PR reported there was approximately £1600 in the Group's bank account</p>		
7.	<p>Membership</p> <p>PR advised that membership was static. The forthcoming CQC inspection may generate some interest in membership.</p>		
8.	<p>Volunteers</p> <p>8.1 Volunteer Role Descriptions</p> <p>KH reported that these were almost complete. Only the role description for Refreshment Co-ordinator is outstanding.</p>	KH	Next meeting
9.	<p>Grants and Funding</p> <p>Nothing to report from PR. BH advised that he had put the Patient Group forward as a recipient of the proceeds of money raised at a Tea Dance he attends.</p>		
10.	<p>Walking Group</p> <p>10.1 Schedule of walks – times/days/routes – update Daisy's Diary</p> <p>PR reported on some new walks - Tuesday morning walk in Mablethorpe starting at Marisco; Wednesday afternoon in Sutton (instead of Thursday morning); Thursday morning in Mablethorpe</p> <p>10.2 Role description for Walking Group Co-ordinator</p> <p>PR still to see Amy and Pauline re this</p>	PR	Next meeting
11.	<p>Information Centre</p> <p>This was being tidied up in readiness for the CQC inspection</p>		
12.	<p>Refreshments</p> <p>12.1 Refreshment Service Co-ordinator – contact details of volunteers</p> <p>PR advised that he has the information but has to have approval from individuals to share their contact details. The impact of the new Data Protection legislation in May is being checked for any impact it may have on the Group.</p> <p>12.2 Refreshment set up – BH asked if something better than the open tables could be set up. PR advised that the Practice Manger would support a more permanent set up once volunteers are in place for 5 days.</p>	GH	Next meeting
13.	<p>Exercise on referral</p> <p>PR reported there has been a steady stream of referrals for the programme. He is due to meet the Chief Executive of Magna Vitae</p>		
14.	<p>Hearing Aid Batteries</p> <p>14.1 Repair Service – frequency – 2nd & 4th Tuesday of the month proposed</p> <p>Lincolnshire Sensory Services have provided dates for the next few months which will be put on the Patient Group notice board. PR is working on a new flow chart which identifies some</p>	PR PR	Within 2 weeks Within 2 weeks

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	changes to procedure, including the NLAG patient card		
15.	<p>Future Initiatives/Projects in The Pipeline</p> <p>15.1 Dog Walking Service – ELDC/Social Services arrangements – the Patient Group has found out that the Local Authority has a duty of care to take care of the property of local residents in the event of admission to hospital. Property includes pets. Dr Lowe was given the information. The Patient Group would not pursue this project anymore.</p> <p>15.2 Neighbourhood Team network event – Up to 40 different organisations have been invited to this CCG event which is now scheduled for 19 June. GH was the lead for the Patient Group.</p>		
16.	<p>AOB</p> <p>KH reported that there have been difficulties recently due to the NHS Services desk not having a receptionist on duty. The Refreshment volunteers have become involved trying to help patients who have turned up for appointments and the person they have come to see is not there.</p>		
17.	<p>Next Meeting 2 pm Thursday 10 May 2018</p> <p>Future Meetings 6.30 pm Thursday 28 June 2 pm Thursday 16 August</p>		