



# MARISCO PATIENT GROUP

## MINUTES

### General Meeting

<b>DATE:</b> 1 February 2018	<b>TIME:</b> 2 pm	<b>LOCATION:</b> Marisco Practice Mablethorpe: Training Room
<b>Present:</b>	Peter Rigarlsford (PR); Mick Verrall (MV); Jan Dye (JD); Barry Hotson (BH); Leila Turner (LT); Ray Walker (RW); Nigel Harper (NG); Mike White (MW); Amy White (AW); Pam Cutts (PC); Kim Hoey (KH); Arch Stephenson (AS); Gill Harvey (GH); Lesley Robinson (LR)	
<b>Apologies:</b>	Reverend P Liley; Margaret Elliot	

ITEM	SUBJECT	ACTION	BY
1.	<b>Welcome</b> PR welcomed everyone and stated it was good to see new people at the meeting.		
2.	<b>Apologies</b> Apologies were made as per the above		
3.	<p><b>3.0 The minutes of the meeting held 14 December 2017 were agreed as a true record.</b></p> <p><b>Questions from last meeting minutes:</b></p> <p><b>3.1 Proposal for PPG to manage practice notice boards –</b> The Practice is sourcing cork notice boards to replace existing ones plus purchasing extra boards. Guidelines will be needed from the Practice as to role of the Patient Group overseeing these. Once in place no notices will be allowed on walls, no use of blu tak, and all notices have to be laminated.</p> <p><b>3.2 Progress on Policy Folder -</b> KH reported progress has been made on reviewing these to make them “volunteer friendly”. There are still a couple of lengthy policies to go through then GH will check before they are given to the Practice for sign off.</p> <p><b>3.3 Proposal to promote the Group via means of a celebrity -</b> This item is to be deferred until someone is able to take it up</p> <p><b>3.4 Patient Booklet for new patients to be available in Information centre –</b> this is now available</p> <p><b>3.5 Mobile phone for Chair – )</b> see below</p> <p><b>3.6 Hosting of Group website – changes - )</b> see below</p> <p><b>3.7 Costs for proposed leaflet about promoting the services the Group provides – )</b>see below</p> <p><b>3.8 Investigate grant funding for leaflet - )</b> see below</p> <p>Items 3.5 – 3.8. These are all dependent on a grant application to the Town Council for £150. A decision is expected by the end of the month</p>	KH/GH	Next meeting

ITEM	SUBJECT	ACTION	BY
	<p><b>3.9 Annual review – practice system causing confusion</b> PR advised that it is the practice for patients with several conditions, to have separate reviews. These are carried out by separate clinicians who have the relevant experience for the condition.</p>		
4.	<p><b><u>Practice Updates</u></b> 4.1 The Practice now has 7 GP's registered, and 6 Advanced Nurse Practitioners. It was suggested that this information is communicated on the Patient Group notice board next time it is updated, plus include in the TROVE publication in Sutton 4.2 There was discussion about making appointments with a named doctor/clinician for continuity of treatment, rather than seeing different clinicians. <b>How far in advance can appointments be made for this purpose?</b> 4.3 GH asked about the involvement of the Marsh Medical Practice with Marisco. PR advised that he was aware that Marsh Medical Practice were contracted to provide the payroll service to Marisco and advise on other matters including the website. <b>How much influence do they have?</b> 4.4 PC asked about the TV screens in the Practice – when are they being updated (including Sutton)? PR advised that the system was being replaced including new TV screens. 4.5 PC commented that the picture on the Practice website depicting members of the Patient Group seated, as though in a lecture, would be off putting to potential members. PR advised that this page had used a generic page and needs <b>updating</b>. 4.6 PR advised that the Marisco premises was being repainted,</p>	<p>PR</p> <p>PR</p> <p>PR</p> <p>PR</p>	<p>Next meeting</p> <p>Next meeting</p> <p>Next meeting</p> <p>Next meeting</p>
5.	<p><b><u>Committee Updates</u></b> <b>5.1 Officers planning meeting held 4.1.18 -</b> PR reported that PR, JD, GH and JH had met to look at outstanding issues and tie up loose ends to help planning of the Group's activities for 2018.</p>		
6.	<p><b><u>Treasury Matters</u></b> No activity on the Group account. Still just over £1200 in the account as the first instalment for Magna Vitae Exercise on Referral has not been paid. This is likely to be requested soon as referrals have started.</p>		
7.	<p><b><u>Membership</u></b> <b>7.1 Matters Arising:</b> <b>7.1.1 Initiative to work with University of Lincoln Marketing Graduates –</b> GH advised that this opportunity would be available later in the year.</p>		
8.	<p><b><u>Volunteers</u></b> <b>8.1 Volunteer role descriptions –</b> KH advised that volunteer role descriptions were required for any role the Group does. These were in progress and would be passed across each team for comment.</p>	KH	Next meeting
9.	<p><b><u>Grants and Funding</u></b> Awaiting decision on Town Council grant for £150 for items 3.5 – 3.8 by the end of February</p>		
10.	<p><b><u>Walking Group</u></b> <b>10.1 Matters Arising:</b> <b>10.1.1 Schedule of walks – times/days/routes –</b> PR and AW advised that this would be developed in time for Spring. It will include some afternoon walks, and 30 minute walks. Magna Vitae have asked the Group to run a series of 30 minutes walks. It was noted that the information in Daisy's Diary in respect of the start time for the Thursday walk is incorrect.</p>	PR/AW/PL	Update next meeting

ITEM	SUBJECT	ACTION	BY
	<p><b>PR will update this information</b> for the next publication.</p> <p><b>10.2 Walking Group Co-Ordinator –</b> Amy White and Pauline Lee share this role (role description needed)</p>	<p>PR</p> <p>KH</p>	<p>4 February</p> <p>Next meeting</p>
11.	<p><b>Information Centre</b> Nothing to report</p>		
12.	<p><b>Refreshments</b></p> <p><b>12.1 Extension to service – Mondays &amp; Fridays –</b> Covering these days started during the last week, and have been busy. Volunteers needed for Thursday plus extra to cover absences on all days. Volunteers are asked to indicate their availability/non availability in the diary so that others can see and perhaps provide cover.</p> <p><b>12.2 Refreshment Service Co-Ordinator – Pam Cutts –</b> PC will co-ordinate the service (role description needed). <b>PR will provide contact details to facilitate this.</b> KH will provide cover if PC absent.</p>	<p>PR</p>	<p>Within 2 weeks</p>
13.	<p><b>Exercise on referral</b></p> <p><b>13.1 Matters Arising:</b></p> <p><b>13.1.1 Clinicians to request patients complete PPG membership form –</b> this has been communicated to staff. PR advised that the procedure to access this service is: Patients interested have to make an appointment with a clinician if interested in Exercise on Referral. If the patient meets the criteria the clinician will organise the relevant paperwork that is forwarded to Magna Vitae who will contact the patient to arrange an assessment.</p>		
14.	<p><b>Hearing Aid Batteries</b></p> <p><b>14.1 Procedure for issuing batteries –</b> many patients have still not had a letter from Grimsby advising them of the transfer to Specsavers, and do not have NHS number with them. Volunteers are advising patients/patient representatives to ring Grimsby to request transfer letter and bring it in when collecting batteries as has NHS number on it. For emergency issue of batteries patients are getting NHS number from Reception. LR asked what happens with patients from other practices e.g. from Alford and what advice are they being given. PR advised they can be issued with batteries but they need the same letter and NHS number. Alford surgery is informing patients to ring Grimsby.</p> <p>There was a recent difficulty when stock of the popular size ran out as Specsavers had not replenished as expected.</p> <p><b>14.2 Hearing aid repair service –</b> PR advised that a representative from Lincolnshire Sensory Services had been in with a volunteer (Joanne) to talk about Joanne offering a hearing aid maintenance service. This will start from 13 February and be alternate Tuesdays. Suggestions were made about the frequency that would be easier for patients (e.g. 2<sup>nd</sup> &amp; 4<sup>th</sup> Tuesday). <b>PR to investigate.</b></p> <p>Some Patient Group members had expressed an interest in being trained to carry out maintenance. Anyone interested can come in and meet Joanne. Joanne is deaf and is accompanied by Grace who signs for her. Joanne will have to complete paperwork for Lincolnshire Sensory Service so an extra volunteer on a Tuesday will be needed to help with this as Grace should not really do this. <b>PR to ask in the next newsletter.</b></p> <p>Lincolnshire Sensory Services is willing to give a talk to staff and the Patient Group</p>	<p>PR</p> <p>PR</p>	<p>Next meeting</p> <p>Next newsletter</p>
15.	<p><b>Future Initiatives/Projects in The Pipeline</b></p> <p><b>15.1 Matters Arising:</b></p>		

ITEM	SUBJECT	ACTION	BY
	<p><b>15.1.1 Community garden – discussion with Practice Manager –</b> ongoing.</p> <p><b>15.1.2 Dog Walking service – progress –</b> GH advised that she had learnt that local councils have a duty to look after people's property (which includes pets) via Social Service should they be admitted to hospital. <b>JD will contact ELDC</b> to find out what the process is for this. There are dog walking businesses in the area who will be affected if the Patient Group was to offer this for free. Once obtained information can be available in the Information Centre for patients/clinicians to access, and the Group would not proceed with this service.</p> <p><b>15.1.3 Practice facilities opened up for use by other groups –</b> only the training room would be available for groups to use which is limited as it is used by the practice</p>	JD	Next meeting
16.	<p><b><u>AOB</u></b></p> <p><b>16.1 Recollections/Still Me –</b> This runs 2<sup>nd</sup> and 4<sup>th</sup> Wednesday of the month. The Practice is actively writing to patients to advise them of it. Transport to Marisco is a barrier for some patients to access the service but the use of Hope House minibus is being investigated.</p> <p><b>16.2 Neighbourhood Team Network Event – 18 April – 8.30 – 4.30</b> This event is being organised by the CCG and the Practice. The Patient Group has been asked to help set the event up including organising an extra refreshment location. <b>Volunteers will be needed.</b> Organisations who are involved with providing social or healthcare have been invited to attend to promote themselves. The CCG would like to see those attending looking at collaboration between themselves in respect of the services they offer.</p>	PR	Next meeting
17.	<p><b><u>Next Meeting</u></b></p> <p><b>Thursday 22 March at 6.30 pm at the Mablethorpe Training Room</b></p>		