



# MARISCO PATIENT GROUP

## MINUTES

### General Meeting

<b>DATE:</b> 14 <sup>th</sup> December 2017		<b>TIME:</b> 6.30pm	<b>LOCATION:</b> Marisco Practice Mablethorpe: Training Room	
<b>Present:</b>		Peter Rigarlsford (PR); Gill Harvey (GH); Pauleen Lee (PL); Amy White (AW); Ray Walker (RW); Mike Kay (MK); Roger Clarke (RC); Mick Verrall (MV)		
<b>Apologies:</b>		Kim Hoey; Jan Dye; Pam Cutts, Sue Cheney, Arch Stevenson, May Betts, Leila Turner, Brian Varnam		
ITEM	SUBJECT	ACTION	BY	
1.	<b>Welcome</b> As per the EGM	-	-	
2.	<b>Apologies</b> Apologies were made as per the above	-	-	
3.	<b>Questions from last meeting minutes</b>  GH confirmed that the only items still in progress from the last meeting are:- <ul style="list-style-type: none"> <li>- (5) Discussion with the practice re the requirements and process for PPG to manage the upkeep of all the practice Notice Boards</li> <li>- (7) Policy Document Folder to be reviewed by GH and KH to identify relevant content that volunteers need to read, amending and adapting as appropriate and gaining practice approval</li> <li>- (12.2) Promoting the Group via means of Celebrity endorsement and or involvement/connection</li> </ul>	          PR          GH/KH          GH	          Next meeting          Next meeting          Next meeting	
4.	<b>Practice Updates</b> PR showed the group a new Patient Booklet that the practice have produced which contains some useful information, including a good piece on the Patient Group. However, the booklet is only intended for New Patients to the surgery.  <b>A copy is available in the information centre cupboard for anyone wishing to have a look but PLEASE DO NOT REMOVE</b>	          GH	          Copy to be available from <b>20.12.2017</b>	
5.	<b>Committee Updates</b> See EGM Minutes of 14.12.2017			

ITEM	SUBJECT	ACTION	BY
6.	<p><b>Treasury Matters</b></p> <p>PR proposed the need for:-</p> <ul style="list-style-type: none"> <li>- (6.1) a central pay as you go mobile to allow the group to communicate with members as necessary (i.e. if walking group is cancelled due bad weather etc) and/or for members to contact the group. He proposed a very basic phone with rolling PAYG sim and that he will be the gatekeeper for the phone – forwarding on messages as appropriate to other members of the committee / volunteers. The group unanimously agreed that this was essential and agreed a budget of up to £50 to include SIM. <b>PR to secure and notify members of the number – plus include on website.</b></li> <li>- (6.2) separate Hosting for our website which is currently hosted on the PR's own web hosting. This will allow for direct links to various pages instead of having to start from the home page as now. This will also allow a number of e-mail addresses that can be allocated specifically to officers; refreshments; walking group; info centre etc. PR estimated the cost at £100 for 2 years. The group unanimously approved the cost. <b>PR to organise the purchase of separate Hosting and notify members of the new link once set up.</b></li> <li>- (6.3) separate DL leaflets to promote the services offered by the Patient Group. PR proposed 1 sheet / double sided per service and suggested that the costs would likely be minimal given that the tri-fold leaflet produced x 5000 copies came in at £100. PR suggested that the Patient Group apply for a Town Council Grant (these are available for up to £400) to cover the cost of this. The group, in principle, agreed this to be a sensible suggestion but proposed that before a decision is made:- <b>PR cost the leaflet production out</b> <b>Ascertain whether grant funding is available for this</b></li> </ul>	<p>PR</p> <p>PR</p> <p>PR PR/GH</p>	<p><b>As soon as possible – latest by next meeting</b></p> <p><b>As soon as possible – latest by next meeting</b></p> <p><b>By next meeting By next meeting</b></p>
7.	<p><b>Membership</b></p> <p>GH updated the group on a potential initiative with the University of Lincoln which would entail Marketing Graduates using the Patient Group as their Marketing Project as part of their Degree programme. This would mean free strategic marketing advice and strategy will be proposed to the group with the group free to use as appropriate.</p> <p>The group unanimously agreed this was a good idea – but that it must be pointed out that the demographics in this area are diverse (ie. not everyone has access to e-mail or smart phones). It would also be good to point out that our most effective marketing project to date was a person to person questionnaire.</p> <p><b>GH to pursue with the University and report back to group.</b></p>	<p>GH</p>	<p><b>By next meeting</b></p>

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8.	<p>PR confirmed that additional volunteers are needed for:-</p> <ul style="list-style-type: none"> <li>- Refreshments on Thursdays and Fridays (we have 2 new volunteers from the end of January for Mondays, with Tuesdays and Wednesdays already covered)</li> <li>- Information Centre support (currently only Wednesday is covered. Ideally we would like to add support on days when refreshments are also offered)</li> </ul> <p><b>RC expressed potential interest in assisting with the Information Centre. PR suggested that RC come along one Wednesday to get a feel for what we do and to see if he would like to take this on, on an alternative day moving forward.</b></p>	RC	As available
9.	<p><b><u>Grants and Funding</u></b> Nothing to report</p>		
10.	<p><b><u>Walking Group</u></b> The Walking Group has started with the walk leaders making good progress in scoping out walks for different abilities. It is proposed that walks will be alternated to allow people to choose which walk to attend.</p> <p>PL and AW confirmed that in the New Year (once the weather is better) they are looking to extend to 2 walks per week (on different days) perhaps one in the morning and one in the afternoon.</p> <p>MV suggested that the morning walk could perhaps be pushed back a little as 9.30am is an early start. PR confirmed that most Lincoln area walks start at 10:30.</p> <p><b>Schedule of walks including timings / days and routes to be looked at in the New Year and a schedule confirmed.</b></p> <p><b>PR confirmed that there will be a walk on Thursday 28 December.</b></p>	PR/PL/AW	By next meeting
11.	<p><b><u>Information Centre</u></b> Nothing to report</p>		
12.	<p><b><u>Refreshments</u></b> New volunteers starting on Mondays late January. Volunteers needed for Thursdays and Fridays.</p>		
13.	<p><b><u>Exercise on referral</u></b> PR confirmed that cheque for first round of funding was received today – will turn straight around and go out to Magna Vitae once cleared. The scheme has started early with 2 referrals already made Process is that patients will either request or Drs will refer. A form will be generated by the clinician at the click of a button with an automatic referral letter confirming the Patient Group will pay 50%. These will be numbered and printed for Magna Vitae to collect weekly and contact the patients directly.</p> <p><b>Need to ensure the clinicians also ask the patients to complete a membership form for the Patient Group.</b></p> <p>PR clarified that patients will no longer be asked to pay the balance by Direct Debit and also that Mablethorpe patients may now also enjoy access to free swims at both Louth and Skegness as part of the scheme.</p>	PR	22. 12.2017

ITEM	SUBJECT	ACTION	BY
	MV asked that we ensure we are kept apprised of numbers by Magna Vitae – specifically in relation to ensuring that patients who do sign up for the scheme do not drop out.	PR	Will report back on numbers and attendance at each meeting
14.	<p><b><u>Hearing Aid Batteries</u></b></p> <p>PR confirmed this is proving to be very popular. Still a couple of glitches that are being ironed out with Specsavers – mainly down to Grimsby Hospital notifying people of the new scheme.</p> <p>PR advised that different practices handle this in different ways:-</p> <ul style="list-style-type: none"> <li>- @ Spilsby the reception hand out batteries</li> <li>- @ Alford they don't get involved at all</li> <li>- @ Mablethorpe it is handled by Patient Group</li> </ul> <p>MK asked if there was a limit to the number of batteries handed out and/or frequency. PR confirmed that there is maximum 2 cards of 6 of batteries per visit but no maximum number of visits. If anyone abuses this then Specsavers will pick up when they get the faxed reports.</p>		
15.	<p><b><u>Future Initiatives</u></b></p> <p>GH advised that in the New Year we are looking to agree 3-4 initiatives for 2018, for which we will apply for funding. She asked the group for any suggestions – taking into consideration Dr Lowe's ambition that the surgery is seen to be at the heart of the community.</p> <p>Suggestions included: book group; painting group; handicrafts.</p> <p><b>Other initiatives for a community garden were welcomed. PR to take up with the practice manager to ascertain feasibility in order that this can be costed and scoped.</b></p> <p><b>Dog walking was also raised as being a potential initiative from 2017 to pursue.</b> PR mentioned that there are regulations stipulating that it is the LEAs responsibility to care for residents pets should they be taken into hospital/care.</p> <p>Tackling loneliness and initiatives around Dementia patients was also discussed. For further discussion</p> <p><b>MV suggested the practice may wish to open its facilities up to other groups to facilitate / enable the community aspect. PR to pursue.</b></p>	<p>PR</p> <p>PR</p> <p>PR</p>	<p>By next meeting</p> <p>By next meeting</p> <p>By next meeting</p>
16.	<p><b><u>AOB</u></b></p> <p><b>A number of members have experienced confusion over annual reviews for various conditions, where the system doesn't seem to recognise when a review has already taken place and multiple letters are sent out. PR to take up with the practice manager and report back by next meeting</b></p>	PR	By next meeting
17.	<p><b><u>Next Meeting</u></b></p> <p>Date to be confirmed. Most likely to be in early February on a Thursday afternoon in Mablethorpe. PR to confirm</p> <p>GH and others confirmed they would be willing to provide lifts to other Sutton Members wanting to attend the meetings.</p>	PR	Within the next 2 weeks.