

**Market Harborough Medical Centre & The Bosworth Partnership
Patient Participation Group
Minutes Of Meeting held on Tuesday 19 November 2019**

Present :

Annette Rogers (Vice Chair), Brian Smith, Elizabeth New, Mike Bairstow, Julie Simpson, Dr Crowley, Natalie Pollard

1. Apologies For Absence:

Barbara Johnson (Chair)

Annette chaired the meeting as Barbara was unable to attend.

2. Minutes Of Last Meeting; Matters Arising; Acceptance (AR):

<p>Sixth Form Students: Annette has received an email from Becky Hunt of the CCG asking if the PPG would like to be involved in a survey with students to find out their expectations of local medical services. Would involve Robert Smyth School, Welland Park and possibly Lutterworth High School. PPG members thought there might be issues around authority, whether students would be happy talking to PPG members and not all pupils will be patients Julie agreed to speak to school nurses to find out more, the Medical Centre works closely with school nurses and pupils might relate to them better. Dr Crowley would be interested to hear the views of pupils. We would have to come up with a form of words/questionnaire.</p>	Julie
<p>The New Website: not yet officially launched, hopefully will be by the end of the year. There will be a slow release, ie: won't be publicised until it is tried out.</p>	
<p>The minutes were agreed as a true record of the last meeting.</p>	

3. Practice Update (JS):

<p>The CQC (Care Quality Commission) are visiting Husbands Bosworth Medical Centre on Thursday 21st November to review the specific areas raised at their last visit. They will also be visiting Welford branch surgery. It is not thought they will want input from PPG members as it will be a targeted visit, however they have set aside a whole day and a full CQC Team will be visiting.</p>	
<p>Today is a Protected Learning Time (PLT) afternoon at the Market Harborough and Husbands Bosworth Medical Centres : this is dedicated time across Leicestershire set aside by the CCG for staff training/learning. The telephones are diverted to NHS 111 for emergencies. The doctors have had a training update on Rheumatology, Nurses and Reception Staff have a planned afternoon of including lectures and on-line training. It is essential to keep staff training up to date because of constant change and new issues arising within the NHS. PLT afternoons occur approx 4 times per year : the Practice can choose the topics to focus on. The Partnership has</p>	

focused the training for nurses on Sepsis due to an incident.

Review of Constitution : Julie would like to add a confidentiality clause to the current PPG Constitution. It is the same clause that is displayed in the visitors book signed by visitors to the practices. The meeting agreed this could be added to the constitution.

Appointment System: Michael raised this at the last meeting: he feels the appointment system is very confusing for himself and his family and there is a conflict of information. Michael has investigated the information on the website, signs at St Lukes and information given out verbally, he has sent notes of his findings to Julie. He would like to help resolve this in a positive and helpful way and produce a simple information sheet that could be given out to patients. It is important there is consistency of information across all sites and this is available on the website, on signs and on information given out to patients

Julie informed the Partners have a forthcoming "away-day" and reviewing the appointment system is on the agenda. The current system is constantly "tweaked" to try to reduce the DNA (do not attend) rate which was previously very high but has now reduced due to the embargo system.

The embargo system means that GP appointments are locked until 48 hrs before the appointment time, salaried GP and Registrar appointments are locked until 24 hrs before the appointment time and some appointments locked until the day of the appointment. There are always bookable appointments available in advance but these get booked quickly. GP appointments are on the system in blocks of nine weeks, towards the end of the nine weeks there are less appointments available.

Dr Crowley invited Mike to come up with a better form of words to explain the appointment system and Julie agreed to meet with Mike to discuss appointments in more detail. .

It is an opportune time to look at appointments with the imminent launch of the new website. The proposed information sheets needs to be available on-line.

It was felt there is confusion regarding who can be seen at St Lukes: The Medical Centre is responsible for the service in-hours (day-time) until 6.30pm. The nurses can see patients registered at Market Harborough or Husbands Bosworth Medical Centres for minor illnesses and injuries and any patients can attend for acute injuries.

At Meet & Greet Sessions patients are always expressing concern about not being able to see their own GP. It was explained that there is more demand for appointments than appointments available with list-holding GPs, this is the case country-wide. If people are ill there are always appointments and they will be seen, it might be that they see a practice nurse in the first instance but appointments are available.

Natalie to amend constitution.

Julie to arrange meeting with Mike.

4. Awareness of Non Visible Disabilities

Emma Page, Chair of Spectrum joined the meeting. Spectrum is a voluntary group for parents and carers of children, young people and adults on the Autism Spectrum or on the Autism diagnosis pathway. Spectrum meet twice monthly at Roman Way Community Centre : they provide Autism information, have a lending library of books/equipment, invite professional speakers to the group. They also run weekly cuppa and chat drop in sessions, family swimming and monthly sessions for carers. They are currently in the process of becoming an independent charity, so they can continue to provide services for the people in the Market Harborough area including Northamptonshire boundaries. Demand for their services is growing and they would like to make Market Harborough an “autism friendly” town.

Autism is a neurological condition which is estimated to affect 1.1% of the UK population. Those with autism can experience sensory difficulties and can be affected by bright lights and noise levels. Each individual is unique and there is a spectrum of symptoms ranging from barely detectable to very extreme. There are currently 15-30 families in the Market Harborough area supported by Spectrum. Individuals do not need a diagnosis to join the group.

Some businesses in Harborough are participating and having an autism hour where they make their environment more autism friendly by reducing noise and brightness levels. Large shops are also participating in the Sunflower Scheme, a national scheme where people with hidden disabilities wear a sunflower printed lanyard so other people and staff are aware they have a disability. Some shop and airport staff are trained to assist the person and their family. Spectrum have lanyards available to borrow, Sainsburys will give out a free one if customers request. Julie has one for the Medical Centre if a patient requests use of it.

The feedback from Spectrum is that some families find it difficult when attending Market Harborough Medical Centre because it is very busy. A parent of an autistic child has commented that the waiting room at the Bosworth Medical Centre is very loud and echoes. It was thought that if parents/patients asked when they booked their appointment a quiet room or area could be found for them to wait. This option could be publicised in the practice newsletter. The radio is on at the Medical Centres to provide background noise and to diffuse conversations in reception.

Emma left cards with Spectrums details which will be distributed to doctors and put on noticeboards at the Medical Centre/s. The PPG could also pass on information at Meet and Greet Sessions. The Practice is recruiting two new Social Prescribers and they will be given Spectrum’s information. Information regarding Spectrum will be in the staff newsletter.

Natalie

5. Any Other Business:

<p>PPG Outreach initiatives will be on the agenda for the next meeting.</p> <p>Julie has received and responded to a letter from Sue Milne following the last meeting.</p> <p>Annette attends the Leicestershire Partnership PPG Meetings where they use a lot of acronyms. She has a list of common acronyms to share with the group.</p>	<p>Natalie to circulate</p>
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Next Meeting: Tuesday 21st January 2020
Market Harborough Medical Centre Meeting Room