**Minutes from Patient Participation Group Meeting 6/6/23**

**Present: Mayflower Medical Centre:** Fiona Gardner, Dr Nadeeja Koralage, Chloe Barclay, Ben Notley

Emma Connell Smith: The North East Essex Health and Wellbeing Alliance

**PPG Present**: Kath Calver (Chair), Rita Rossini (Secretary) Marilyn Jones (PPG Committee) Linda Bradnum, Tony Whitmarsh, Graham Green, Margaret Saunders, Geoff Smith, Michael Wyatt

1. **Apologies:** Jenni Whitmarsh, Libby Davies, Carrie Hook, Julie Kinnon, Louise Yaxley, Valerie Harper, Louise Armstrong, Maureen Townsend, Phillip Davies, Sheena Parsons, Gillian Hughes
2. **Minutes from Previous Meeting:** Marilyn queried the average daily 30% of inappropriate calls, but Chloe Barclay provided clarification.
3. **Matters Arising:** Kath provided an update of blood test results, with information on how to access results and a reference to a poster in the MMC. Tony queried the process for blood tests through a doctor, and Fiona stated that forms for blood tests are no longer required. Doctors authorize appointments and the results go back to the doctor. Kath stated that the Carer Choices booklet is to be referred to the next meeting when Libby Davies can provide information on the topic.
4. **Election of Officers:** Linda Bradnum nominated Kath Calver to continue as Chair – this was seconded by Michael Wyatt, Graham Green nominated Rita Rossini to continue as Secretary – this was seconded by Geoff Smith. Tony nominated Marilyn to stand as a committee member, and this was seconded by Rita Rossini.
5. **5. Minor Injuries Unit:** Kath has been in communication with Sir Bernard Jenkin since the zoom meeting with Sir Bernard and others . The attendees, who included Ed Garret (Executive Lead for the Suffolk and North East Essex Integrated Care System (ICS) and Nick Hulme (Chief Executive for East Suffolk and North Essex NHS Foundation Trust) agreed that the Fryatt hospital and the MIU are under utilised. Dr Koralage stated that a further meeting with Neil O’Brien (Parliamentary Under-Secretary (Department of Health and Social Care) is planned, to support the more efficient use of the Minor Injuries Unit. Dr Koralage thanked the PPG for pushing this agenda.

Marilyn queried the appointment system at the MIU, and Kath stated that there is still a lack of a telephone booking system for appointments, so that people have to go into the building to book, and return later that day. Kath stated that Nick Hulme had called this system ‘ludicrous’, and had said he would see to it. Kath has sent a reminder to Sir Bernard Jenkin but nothing has changed as yet. Nick Hulme is to visit the MMC. Tony expressed concern that Senior Management are unaware of the booking process, and stated that it would be difficult for people who don’t drive to attend twice in one day.

Kath said she has costings for public transport for the Colchester and Clacton Urgent Treatment centres, where people who cannot obtain on the day GP appointments are often advised to attend. An average 57 people a day are re-directed to the UTCs, pharmacies or tel 111 system. Demand for appointments is heavy and it would be really useful to have an Advanced Practitioner nurse working in the MIU, who could prescribe. A long term solution is also needed. Geoff stated that it used to be possible to walk into the MIU and Rita said that the MIU was very well utilised under the old system.

1. **New Practice Information Leaflet:** Ben Notley distributed the new MMC practice leaflet. It was well received. It was agreed that a quarterly newsletter should also be produced, with support for Ben from Marilyn. Kath asked for support with the distribution of leaflets and suggested including leaflets with prescriptions for a month. Kath suggested that Ben and Marilyn work with local groups for further distribution. The new practice leaflet was well received.
2. **Monitoring of patients being referred to 111 or Urgent Treatment Centre:** it was agreed that this issue had been covered earlier in the meeting.
3. **Up-dates regarding GP recruitment etc:** Fiona stated that the practice is still struggling to recruit GPs, as the area is geographically isolated. Doctors have responded but they can pick and chose somewhere closer to home. The MMC keeps trying. Dr Koralage stated that the average age of GPs coming in is 38, and it would be helpful to utilise the MMC as a training centre, and look towards trainees staying in the practice, following their training. Linda discussed the difficulties of seeing a doctor, but . Fiona stated that Nurse Practitioners are qualified to prescribe, and can also consult a doctor where required. Kath stated that calling 111 can help as urgent calls can then be transferred back to the MMC if need be. Tony stated that educating patients is important. Geoff asked if there had been any success recruiting more receptionists and Fiona stated that 2 part-time roles had been advertised and hopes for a good response.There was a discussion as to why the hospital rooms are not utilised more, and Sir Bernard Jenkin had also been involved in this discussion at a previous meeting.
4. **Up-date on the Accelerate Programme:** Chloe Barclaystated that some appointments are now being held back till the afternoon, for urgent cases and for some people who can’t get through at 8.00am.
5. **Presentation: f**rom Emma Connell-Smith from the Suffolk and North East Essex ICS. Emma is the NE Essex Health and Well-being Alliance Engagement Leader, and discussed her role in the organisation. Kath is to ask Emma to forward a copy of her presentation so this can be sent to members.
6. **Any Other Business:** Geoff asked if the telephone systems had been up-dated,and asked if the MMC would be able to improve their telephone system after the Govt announced they were providing £240 million to upgrade practices phone systems. The MMC had already upgraded to Cloud and Fiona stated that the phone system has been up-dated to cloud, with 50 lines. Fiona checks for up-dates as appropriate. Geoff queried re-directed appointments (Clacton and Colchester walk in centres or 111 calls) and Fiona stated that pm appointments with a duty doctor could be available for urgent cases. Michael asked if a system could be put in place for flagging up people who had been unsuccessful in getting through on previous days, and a discussion followed. Graham asked if Fiona had any information on the 148 non attendees for appointments per month, and wondered if these were on the day or advance appointments. Fiona stated that these could be any appointments. Graham asked if the screens in the waiting area were being mended, and Fiona stated that repairs were imminent. Graham asked Fiona if there could be a one-way system for people queuing at reception, as people vulnerable to infection could otherwise be walking back close to sick people. Fiona was happy to address this. Geoff asked if consultants could refer blood tests locally to the MMC, and Fiona said that hospital blood tests could take place in the Fryatt hospital on Tuesdays.
7. **Date of next meeting: 12th September**