**Minutes of Patient Group Meeting**

**Thursday 28 July 2022**

**1pm – 2pm**

**London Road Surgery**

**Patient Group members:**

Anita Engleman

Martin Engleman

Robert Smith

Brian Smith

**Apologies:** D. Lawrence (London Road Surgery) & JDK (Robert Frew Medical Centre)

**Dr P Richards – GP Partner**

**Monika Woodcock-Deane – Mental Health FCP**

**Practice Manager:** Grainne Donnelly (GD)

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|  | **Welcome**  |  |
|  |  Grainne welcomed everyone to the meeting |  |
| 1 | Dr Richards discussed the recent changes in the practice in the last year, working with Wickford PCN and the work that has been done under Well Led for an expected CQC inspection. Dr Richards showed the slides on the projector for the patients to view and asked the Patient Group for their opinion with the:Mission statement – **The Right Treatment by the Right Clinician at the Right Time in the Right Place**Also, an image to represent all patients not just the nuclear family in the centre of the words listed above. See picture below.Care Compassion Quality Safety and InclusivityDr Richards discussed the new Healthcare professionals assisting in primary care such as the ANP, Social Prescriber, Paramedic and Mental Health FCPDiscussion followed and the Patient Group agreed with both.Unable to insert the image of 3 persons in outline form |  |
| 2 | GD introduced Monika Woodcock-Deane – Mental Health FCPMonika discussed her role in Wickford and how she supports patients. She has 38 years of experience in psychiatry working mostly in secondary care. She is a Nurse prescriber and works closely with the doctors in the PCN. Currently in post for over 1 year and LRS kindly host her so she can see patients once a week Face 2 Face otherwise it is by Telephone.MWD discussed her work and how she works with the patients to achieve a plan which may incorporate other Healthcare professionals such as community services, social prescriber and Talking Therapies and can refer to secondary care Psychiatry if required. They also use Multi-Disciplinary Meetings (MDT) to discuss patients. There are exclusions such as Dementia ADHD and Asperger’s Syndrome.Patients are referred to MWD via Reception and doctors. |  |
| **3** | **Minutes of the last meeting** |  |
|  | No review of minutes from meeting on 26.5.22 as already sent out. |  |
| 4 | **Website – updated regularly****Reminder: NHS App and Online services****Contact Details: Email and SMS** |  |
|  |  GD reminded everyone about the information on the website and that technology allows us to communicate via e-consult and video consultations and by SMS or ACCURX.GD stressed the importance of having the correct contact details for all patients. Currently we have 1002 patients with no mobile number. We would also like to have a current email address.Patient Group discussed the NHS App and how useful it is. Perhaps the practice could show this information on a screen in the waiting room. GD to discuss this with the Partners.The practice has asked the phone company if we can have the facility for non-Tech patients to phone in and use a PIN to order medication. This is in the pipeline and should be ready by end of 2022. We have volunteered to be a pilot practice for this.LRS is the first practice with a paramedic and we now have Military Veteran Friendly Accreditation. We have 2 Advanced Nurse Practitioners (ANP) and work closely with the PCN Pharmacists who are on site 3 days a week.General discussion followed around getting information to patients and helping those who have difficulty using a computer. RS discussed the support at the Library and LRS are happy to promote this.Patient newsletter is updated monthly and on website.NHS App will develop further, and all patients will have access to their medical records from 1 November 2022. We add the information about the NHS App to every patient who hands in a paper prescription. |  |
|  | Close of the meeting |  |
|  | **Date of next meeting: early October 2022. GD to inform Patient Group asap of the date.** |  |