**Patient Participation Group- 27-6-2023 @ 11am**

**Marlowe Park Medical Centre**

**Attendees**

**Members Of Staff**

Ali Shariff

Tracy-Jane Gray

**Patients**

EW

ER

LR

VB

**Meeting Agenda**

**1.       Welcome, attendance and apologies**

**2.       Practice boundary update.**

**3.       Successfully running pilot spirometry services project for the residents of Medway.**

**4.       Currently offering spirometry services to the patients in Kings and Marlowe.**

**5.       Preparing for the seasonal flu vaccination.**

**6.   Welcoming the new clinician on sites**

**7.    AOB**

**Meeting**

Tracy opened the meeting, explained Julia was absent due to sickness, welcoming the patients to the first meeting of 2023 and introduced Ali, who chaired the meeting.

Ali explained about his role across the Aspire network and how he is working towards better services across the network, this then introduced meeting point number 2 of changing boundaries and the recent text message sent to all patients.

**Practice Boundary update**

We are in the process of applying to extend the Practice Boundary for Marlowe Park Medical Centre. The reasons for this are two-fold:

1. To help enhance and improve both access and choice of primary care provision for the local community.
2. To allow greater synergy, collaboration, and coordination of care for patients with neighbouring practices and providers.

More information on this will be updated to practice website. We have already informed all patients via text messages.

We are reaching out to you specifically to receive your views and perspective on what we believe will be a very positive potential development for our local community.

We will continue to update our practice websites incorporating feedback from both patients and stakeholders alike.  As a part of this process, we will also keep updating the Frequently Asked Questions (FAQs) based on common themes from the feedback.

Please do not hesitate to get in touch should you have any queries or feedback. Your contribution will be invaluable in help shaping the future for our community.

**Spirometry services**

It was discussed that Marlowe and Kings Practices have taken part in a pilot test to offer specialist Spirometry services, it has been successful and this is to continue.

**Preparation for seasonal flu clinics**

The organising of these are underway and will be held in practice in the autumn with possible Saturday clinics being held. Patients will updated as soon as clinics are available.

It was also discussed at this point with regards to SMS messages if they could have a link to the website attached, Ali was happy for this to be added and said he would discuss this with management.

Victoria added that she has a few clients that would be happy to help if we need any assistance adding the website to the text messages.

**Welcoming New clinicians**

It was explained to the patients that we have a new full-time clinician, Dr Tunde Oshinusi, has already started at Marlowe and would be based here on Wednesday and Friday’s.

All other clinicians were discussed, and the different roles of HCA, PA, APA, Paramedic, GP and Nurses were explained. It was also explained that when a GP is not onsite there is a duty Dr available at Kings Family practice, every day. Ali discussed the issues of the national GP shortages and explained the difficulties.

**Any Other Business**

The state of the gardens and car park were discussed, Ali made the patients aware that the practice is aware of the state of the gardens and that the practice is looking for quotes to complete the extensive gardening needs of the practice.

The patients brought up the matter of the prescriptions at the practice, with issues surrounding the repeat dispensing and the rejections of many long standing repeated medications. It was noted the frustrations of the patients and discussed at how the staff are just as frustrated with the process and it was also discussed that the staff are harassed by multiple patients because of this matter.

Ali explained how the management are looking into ways to make prescriptions easier for all concerned. It also led to a discussion about the appointments system, it was discussed that the management team are working towards a better system for the whole network.

The shortage of reception staff was also discussed with the patients, to help them understand and recognise the impact of this on the patients, with regards to telephones being answered and general issues.

It was also discussed the DNA appointments and how some of them have used the cancel text service, it was flagged that these are not cancelling in practice sometimes and showing as DNA on the system.

Victoria added that she has a few clients that would be happy to help if we need any assistance reconfiguring the system and finding out the issues.

The meeting was then closed by Ali, thanking Tracy for holding the meeting in the absence of Julia and the four patients that attended.

The patients all requested a copy of the minutes by email.