

MERSHAM MEDICAL CENTRE  
PPG MEETING

Minutes of Mersham Medical Centre (MMC) Patient Participation Group (PPG) meeting held on 24<sup>th</sup> May 2022 as a Teams based session.

The meeting opened with introductions by those attending and an opening message from the Chair (Shakeel) this was the first official MMC PPG for over two years due to the COVID / Coronavirus Pandemic restrictions.

Dr. Nana briefed on lessons learnt by the MMC from the COVID restrictions. Initially it was very challenging to understand processes / procedures needed to control spread of the virus due to a lack of advice / guidance from the centre. However, this situation improved and robust controls were successfully implemented by MMC to maintain a strong patient care service whilst managing the risk of the virus spreading. Considerable experience has been gained by MMC staff and Doctors to implement procedures quickly in any future pandemic type situation. Telephone or video based consultations with the Doctors has proved to be very useful as an enduring process from the COVID processes / procedures.

Dr. Nana gave a brief explanation of Monkey Pox which is in many ways similar to Small Pox and what precautions ought to be taken by people to prevent its spread. Physical contact between infected people must be avoided. It is by no means as virulent a virus as COVID and can be controlled and managed relatively easily.

Jamil (Practice Manager) explained there is continuous effort to improve key MMC patient care processes / procedures to increase efficiencies and patient satisfaction levels. For example, where possible the appointments system has been refined to improve patient experience. Furthermore, more online access to MMC service is being provided, i.e. ordering repeat prescriptions, telephone consultations with the Doctors, etc.

Dr. Nana explained that within the 1THN PCN which MMC is a member medical centre, the Government led Extended Access by GP Practices will be provided from October 2022. This means MMC staff and Doctors will provide access to GP services at weekends and late evenings. Each 1THN GP Practice will offer extended access service on a rota basis each month and will cover all patients from all the medical centres within the 1THN PCN.

This will no doubt put considerable strain on staff and doctors in terms of long office hours and loss of the personal care that GPs provide since they know their patients in relationships built over years. These objections were raised by the PPG patient attendees for note by Dr. Nana / Dr. Sobana to feedback at the next 1THN PCN meeting. Bottom line: MMC PPG believe Extended Access is not a good idea, especially utilising existing resources. If more resources and funding were provided to medical centres by the Government together with a properly tested model (to iron out problems) for the provision of extended access to GP services then the probability of success is likely substantially improved.

DATE OF NEXT MEETING -TBA

Source: Shakeel (Chair, MMC PPG).