

**Aspatria Patient Liaison Group (PLG)
meeting held on 8th October 2019
at the Aspatria Medical Group Practice**

**Present: Julie Saxton(GP), Dianne Blacklock(practice manager)Janet Mansfield,
Diane Turner, Kathy McGough, Shelagh Dixon, John Wallbanks, Clarice Nichol.**

Apologies: Hazel Stewart, Nita Eubank.

Not Present: Colin and Barbara Brown.

1: Previous meetings minutes verified as a true record.

2: Matters arising from previous minutes:

Re the new contract which came into force on July 1st. Various meetings and discussions have taken place between the Medical Groups. They are working together re the quality of palliative care. Also possibilities of joint training.

The Primary Care Network consists of practices from Aspatria, Dalston, Cockermouth, Silloth, Kirkbride, Wigton, Keswick and Caldbeck.

W.e.f. 1st July Aspatria Medical Group have extended their appointments on Mondays into the evening. This is ongoing and is being monitored. There is a mix of face to face and telephone appointments available.

As Colin was not at the meeting the proposal to update the constitution/mission statement is ongoing. We will reappraise at the AGM in January.

Re Boots chemists. Nothing changing at present. It was noted that the chemists is always busy and that all the staff are very helpful.

Online Booking and Apps. Any new patients are offered the option to register online and advised of various apps e.g. MyGP and Patient Access. There is an ongoing take up of existing patients registering. The online appointments booked are monitored by the receptionist. However MyGP app has had a glitch but is now updated and sorted.

3: Practice Staff Changes

It is with great pleasure that it was reported that Dr Iwan Fletcher is now a full partner in the practice.

One admin. staff member has left.

The practice is in the process of interviewing for two new members of staff to join the admin. dept. The new staff will be trained in all aspects of administrative duties.

An additional GP is still needed and some interest has been shown.

4: Practice Update

Flu Jabs:

Problems with supply last year and also this year. The over 65 vaccine has been delivered but the under 65 although due in mid September is not yet available. Children's nasal flu is not available either. Although all supplies are ordered in September the previous year they have not been delivered causing knock on problems for the practice.

Living Well Coach and Carers:

Two leaflets are available, 'Are you a Carer' and 'Useful Information Booklet for Carers'

Simon is our Living Well Coach. It is hoped that with the leaflets and support from the practice that carers can be identified and can receive support with their health and wellbeing. The group discussed this and thought that a large number of carers do not see themselves as such when looking after friends and family. Also mentioned was any support available for children that are carers. The Carers Association is a very valuable asset. It is also hoped to put Care Plans in place.

Medicine Shortages:

As reported in the news and press there are shortages in some medicines. The feedback from Dr Saxton confirmed this as quite severe in some cases. It is an option to extend the 48hrs timeline for a prescription to 72hrs. This is to enable staff to try to source medicines that are unavailable from elsewhere. Alternatives are sometimes not suitable and have been known to cause adverse reactions in some cases.

5: Any other business

Janet asked if any more training sessions with ourselves were planned ; not in the foreseeable future.

Diane mentioned that always having the meetings on the same day (Tuesday) may mean some people are unable to attend so it was suggested that at the next meeting which is also the AGM we arrange for different days when agreeing the date

Next meeting Tuesday, 7th January AGM @ 7.00 p.m.

Meeting finished 7.35 p.m.

