**RPAF Meeting Minutes – 6th November 2018**

Apologies – Larry Angel, Jamil Ahmad, Denise Brookes

Present – Carolyn Storey, Pauline Oldfield, John Reading, Father Harold Loxley, David Barlow, Alan Hoyland, Hyacinth Stewart, Philip Morris, Rob Liley

Minutes of Previous meeting > reviewed and agreed as accurate record and signed by RL

1. Well Pharmacy update.

Forum were informed of the following

>They have stopped sending text messages to customers untl the launch of their new system that could take up to 18 months.

>99% of current scripts are ready within 48 hours of receiving them from the surgery.

>walk in waiting times have also been reduced for walk in customers and most scripts are dispensed within 10 minutes.

>lots of customers seem to have moved from Lloyds Handsworth due to the better service they feel they offer.

1. RL detailed the new staff at the practice including new Receptionist Samantha (Sam) and new Apprentics Ikra.
2. RL was delighted to announce that the practice won the South Yorkshire RCGP Practice of the Year award.
3. Topic Review > MUPS (Medically Unexplained Physical Symptoms) by RL in which he introduced the following information for discussion >>

*Some definitions*

* *Organic Disease – an illness that can be demonstrated to have corresponding tangible physical abnormalities*
* *MUPS – medically unexplained physical symptoms*

*Prevalence of the problem*

*>40% of GP Consultations , 50% of Out-patient clinics.*

*So which disorders might we include*

*(list of MUPS or organic disease > Somatisation/Somatiform Disorder, Conversion Disorder, Functional Disorders, IBS, Chronic Fatigue, Fibromyalgia, Malingering, Munchausens, Hyponchondriasis, Tension Headaches, Non-epileptic attack Disorder, Dysfunctional Breathing/Hyperventilation)*

*How might these disorders arise*

*-Genuine un-discovered disorders*

*-Anxiety*

*-Psychological Distress > somatisation*

*-Increased Somato-sensory awareness*

*-Different Health Beliefs*

*-Secondary Gain*

*How should we deal with these problems?*

*>Imagine you have been to the doctor with some bothersome symptoms. You have not met this doctor before. He/She appears to listen to your story, examines you, does a few tests and then explains that it is MUPS.*

*>If this were the case*

*-What would you want them to explain*

*-What would you want them to do in terms of management plans*

*-How would this make you feel*

*(Would this be different if this was a doctor you knew well and trusted)*

*Ultimately it’s a real test of the doctor-patient relationship. Can we do this better?*

1. *AOB – PM explained how he had been unable to obtain an appointment for a chest complaint for some 3 weeks+ and the problems this had caused. This issue was partly addressed at a hospital appointment who had referred him back to RMC. RL explained the usual ongoing difficulties with this and our procedure for addressing ongoing issues of this type ‘that need attention today’. It is an ongoing discussion!!*
2. *Next meeting >> Tuesday 15th January 10am.*