

**Minutes of the Patient Reference Group Meeting
Held on Thursday 15th January 2015**

Present: MF (Chair), AP, KB, LL, HM, VW, Lindsey Anderson (Assistant Manager), Dr Paul Danaher (GP Partner)

Apologies: BN, CA, JJ, BJ.

| NO. | ITEM | ACTION |
|-----|---|-------------------------------|
| 1. | <p>MF opened and chaired the meeting.</p> <p><u>Previous Minutes</u></p> <p>The minutes of the previous meeting were accepted as a true record.</p> | |
| 2. | <p><u>Matters Arising</u></p> <p><u>Action List from Meeting of 16 October 2014 Review</u></p> <p>a) 2. a) Lindsey explained the practice had received only 20 completed questionnaires the results of which she had put on a spreadsheet and handed to the group. The results were very positive, 17 people choosing 'Extremely Likely' to recommend the practice and 2 people choosing 'Likely', one had not ticked any boxes. There were 10 suggestions for improvement, mainly to do with the appointment system and 9 compliments.</p> <p>HM pointed out that the name of the Questionnaire was misleading and the word 'Test' may put people off. All agreed, Lindsey explained that the name of the questionnaire cannot be changed completely as it is an NHS England initiative; internally within the practice she will amend the posters to read more patient friendly. Suggestions included: 'Patient Experience' or 'How was your experience?'</p> <p>3. Lindsey handed out the new and revised practice leaflet containing detailed information about the clinics and staff.</p> <p>3 c) Lindsey to bring Urgent Care Centre (UCC) attendance data to the next meeting to see if the Minor Illness clinic has made an impact.</p> <p>6. i) The Notice Board in reception has been updated to be more eye-catching and only relating to news about the practice.</p> <p>6 ii) The patient log-in screen at the reception desk was set to show patients how many appointments were due before them, this could be inaccurate (i.e. if patients had not turned up, telephone appointments) and was causing confusion so settings were reverted back. Lindsey to look at changing the details given on the LED board where appointments are displayed and also speak to Wendy</p> | <p>Lindsey</p> <p>Lindsey</p> |

| NO. | ITEM | ACTION |
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| | <p>about communicating if clinics are running behind.</p> <p>It was also suggested the monthly amount of Did Not Attend (DNA's) be shown on the LED board. Lindsey agreed as the amount can be surprisingly large. Lindsey will add to her monthly jobs.</p> <p>7. a) ii. Lindsey confirmed she had created a newsletter which was available from the reception desk and on online. HM pointed out that this was not online, Lindsey apologised and made a note to check.</p> <p>7 a) iii Lindsey informed the group that upon reflection it would not be practical to make an email address available for patients as it would create another avenue of work that the practice does not have the time to monitor at present.</p> <p>7 a) iv Lindsey confirmed she we will be putting the Patient Survey forms in the reception area and the receptionists are to ask patients to complete rather than the clinicians.</p> | <p>Lindsey</p> <p>Lindsey</p> <p>Lindsey</p> |
| 3. | <p><u>Practice Update</u></p> <p>a. Feedback from Quality, Engagement and Delivery (QED) held on 27.11.2014.</p> <p>Feedback was very positive.</p> | |
| 4. | <p><u>Care Quality Commission in the Leicester Mercury.</u></p> <p>We had ranked high.</p> | |
| 5. | <p><u>New Practice Leaflet / Newsletter</u></p> <p>Lindsey handed out copies to the group and asked for any further suggestions.</p> <p>All approved of the newsletter and leaflet. Lindsey suggested healthy recipe / tips be put on the back page of the newsletter in future if there is space.</p> | Lindsey |
| 6. | <p><u>Key Priority Areas for Improvement</u></p> <p>After discussion the group agreed on the following areas to work on:</p> <p>I. Communication between the practice and the patients.</p> <ul style="list-style-type: none"> - Receptionists to have name badges. - 'Rogues Gallery' of staff – Paul Danaher in agreement. - Constant review of Friends and Family Test and Patient Survey. <p>II. Staff Customer Service Skills</p> | Lindsey |

**Patient Reference Group Meeting 15/01/2015
ACTION LIST**

| No. | Action | Person Responsible | Due Date | Update | Completed |
|----------------------------|--|--------------------------------------|-----------------|---------------|------------------|
| 2.a) | To reword the advertisement within the practice for the Friends and Family Test to be more appealing. | Lindsey | 9.04.2015 | | |
| 2.a) | Bring UCC data to the next meeting for review. | Lindsey | 9.04.2015 | | |
| 2.a) | Lindsey to look at changing the details given on the LED board where appointments are displayed and also speak to Wendy about communicating if clinics are running behind. | Lindsey | 9.04.2015 | | |
| 2a) | It was also suggested the monthly amount of DNA's be shown on the LED board. Lindsey will add to her monthly jobs. | Lindsey | 9.04.2015 | | |
| 5. | Lindsey suggested healthy recipe / tips be put on the back page of the newsletter in future if there is space. | Lindsey | 9.04.2015 | | |
| 6. I.) II.) III.) | Lindsey act on Key Priority Areas for Improvement. Communication between the practice and the patients. Staff Customer Service Skills Access | Lindsey Lindsey & Paul Lindsey | 9.04.2015 | | |