

**Minutes of the Patient Reference Group Meeting
Held on Monday 20th July 2015**

Present: Maureen Flanagan (Chair), HM, VW, BN, EL, JJ, BJ, DS, LL, KB, Lindsey Anderson (Assistant Manager), Dr Paul Danaher (Practice Partner)

Apologies: AP

NO.	ITEM	ACTION
1.	<p>Maureen Flanagan opened and chaired the meeting.</p> <p><u>Previous Minutes</u></p> <p>AP's apologies omitted from last minutes – amended.</p> <p>Minutes accepted as an accurate version.</p>	
2.	<p><u>Matters Arising</u></p> <p><u>a) Action List from Meeting of 9 April 2015 Review</u></p> <p>- Newsletter. Copies of the Newsletter Lindsey had drafted were given to the group for review and approved of. Lindsey explained that there is to be a Health Promotion section on the back from now on which is to contain healthy tips and recipes supplied by staff and patients. MF complemented Lindsey on the presentation and content of the new newsletter.</p> <p>- Text Message Reminders to patients. Lindsey had been reviewing random appointments to ensure texts were being sent to patients and the ones she had checked had gone. However, a member of the group pointed out they had not received one recently. Lindsey to undertake a thorough investigation. <i>UPDATE: Through discussions with the NHS IT service we now understand that our patient management system needs to be left running at all times as well as the main computer, this has rectified the problem.</i></p> <p>- On the day appointments available at the front desk. Lindsey confirmed that although Nick, the previous manager had enforced on the day appointments only being bookable over the telephone, that in face over time it had become necessary to offer a limited amount at the reception desk to walk in patients due to individual circumstances.</p> <p>- On-line Appointment Problems. A PRG member said that they had been having problems with the on-line appointment system and was getting the message “exceeded number of appointments”. Paul said this should not happen; Lindsey does not know why this is and will look into.</p> <p>- Local Events/ Groups. Due to a request in a previous meeting, Lindsey showed the group the social folder she had created for the reception waiting area detailing local groups and events for patient participation. Lindsey will keep updated.</p>	<p>Lindsey</p> <p>Lindsey</p> <p>Lindsey</p>

NO.	ITEM	ACTION
	<p>- Spacing of the prescriptions box. The receptionists felt there was not a problem with its current location and people were able to post their prescriptions when busy so it was kept at its current location. Reception to monitor.</p> <p>- Layout of patient seating. The receptionists confirmed that the chairs were rearranged as children were running down the isles and knocking into patients. It was agreed by the group that warning tape placed along the chair legs could help prevent less able patients tripping on them.</p> <p>- Surgery Décor. Lindsey explained that the surgery is currently waiting for planning permission to extend and improve the surgery, at which time the surgery will be redecorated.</p> <p>- Downstairs Toilet Flush. It has been noted that this is temperamental and Dr Paul Danaher is going to fix.</p>	<p>Lindsey</p> <p>Paul</p>
3.	<p><u>Practice Update</u></p> <p>Lindsey updated the group of the following, all of which are detailed in the Newsletter (copy attached):</p> <ul style="list-style-type: none"> a) Commuter Surgery at the practice. b) All same day appointments now to be made available at 7.45am. c) Dr Helen Kay has left the surgery and Dr Ritesh Chawda has now become a permanent member of staff. d) Lindsey explained how she had made all the previous minutes on the website anonymous and not showing patient names for confidentiality reasons. Initials will be used instead from now on. 	
4.	<p><u>Any Other business</u></p> <ul style="list-style-type: none"> a) The use of a TV or DVD player or atmospheric music was suggested for the children's play area. Lindsey to review licences required. HM said he would do some research and feed back to Lindsey his findings. b) Paul asked the group what they thought to a poster saying 'Keep Calm or Leave'. The group were positive and thought this would be a good idea. c) Members of the group had noticed that receptionists have not been wearing their badges. Lindsey to mention to Wendy, Senior Receptionist. d) A discussion took place around the patient reference group and patients current perception of what it is. One patient had spoken to Maureen to complain about a personal experience they had at the surgery. Lindsey suggested she do a poster collaborating the three main ways a patient has to communicate with the practice and which one is the best suited to them. These include joining the 	<p>Lindsey/HM</p> <p>Lindsey</p>

NO.	ITEM	ACTION
	<p>Patient Reference Group, completing our Friends and Family Questionnaire or following our complaint procedure. Lindsey to create a poster to help explain each avenue to the patients.</p> <p>e) Some members of the group were interested in attending the Leicester Patient Participation Group Forum Meetings. Lindsey confirmed she would forward on details to them once received via email.</p> <p>f) Paul Danaher explained to the group that the partners felt that the PRG should become more self-sufficient, as research had shown this leads to more productivity and outcomes. Therefore it was suggested that practice attendance reduce to six monthly rather than the current three monthly. Some of the group were concerned that without practice management and or partner's attendance, this would cause communication problems and their understanding of the issues raised would be minimal. The group discussed the potential to meet more often and to have sub-committees that meet with management or partners.</p>	<p>Lindsey</p> <p>Lindsey</p> <p>All PRG Members</p>
5.	<p><u>Date of next meeting</u></p> <p>5th October 2015</p>	

**Patient Reference Group Meeting 20/07/2015
ACTION LIST**

No.	Action	Person Responsible	Due Date	Update	Completed
2a	Text Message Reminders - investigation	Lindsey	5/10/15		
2a	On-Line Appointment System problem	Lindsey	5/10/15		
2a	Layout of Patient Seating – warning tape on legs	Lindsey	5/10/15		
2a	Downstairs Toilet Flush - temperamental	Paul	5/10/15		
4a	TV / DVD / Atmospheric music in Children's Play Area	Lindsey / HM	5/10/15		
4c	Receptionists Badges	Lindsey	5/10/15		
4d	Poster to advertise 'Patients Ways of Communication'.	Lindsey	5/10/15		
4e	Leicester Patient Participation Forum Meetings attendance by Groby Road PRG members	Lindsey	5/10/15		
4f	Groby Road PRG becoming Self Sufficient	ALL PRG Members	On Going		