

# Minutes of a Patient Reference Group (PRG) Meeting Held on Thursday 20th March 2014

Present: KT (Chairperson), KB, KC, MF, AP, LL, BN, DS, PT, Dr Paul Danaher and Nick Thomas

Apologies from: CA, JJ and DS

NO.	ITEM	ACTION
1.	The minutes of the previous meeting were accepted as a true record.	
2.	<u>Matters Arising</u>  There were no matters arising.	
3.	<u>Practice Update</u>  a) Nick updated the meeting on GP changes and thoughts, ideas and plans the practice had for increasing clinical staff. b) Nick advised that the practice had created an additional consulting room, on the first floor from knocking together the kitchen and cleaning cupboard. This room should be ready for use on 1 <sup>st</sup> April.	
4.	<u>Primary Care Quality Initiative</u>  Nick gave details of the 4 elements of the government's quality initiative that will be implemented on 1 <sup>st</sup> April. The elements are:-  a) A named GP for all patients 75 and over. b) The identification of 2% of the adult population that are regarded as vulnerable and then undertaking of proactive case management for these patients. c) The allocation of a dedicated phone number for use by other healthcare providers and staff. d) Agreement on the second question for the Friends and Family Test.	
5.	<u>2013/14 PRG Report</u>  Nick handed out copies of the 2013/14 PRG report and advised that it could be accessed on the practice website. The practice is very keen to get patients to use the practice website to use on-line services and access useful information. Paul Thurman suggested linking it to Facebook. Nick agreed to look into this.	Nick
6.	<u>Annual Quality Review (AQR)</u>  Nick gave details of the practices AQR which is scheduled for Thursday 27 <sup>th</sup> March and asked if a member of the group would like to attend. MF volunteered and will give feedback to the group at the next meeting.	MF

7.	<u>Patient Satisfaction Survey 2014</u>  Nick advised that at the next meeting in June the group need to decide on questions to go in this year's patient survey. All group members were asked to give this some thought before the next meeting.	All
8.	<u>AOB</u>  a) The group thought that the privacy sign at the front desk was too big. Nick agreed to reduce the size of the sign and lower it to the same height as the booking screen. b) MF raised the subject of record sharing and Dr Danaher gave details of the 4 record sharing initiatives. c) The subject of music in the waiting room was raised. It was agreed that:- (I) Reception staff should turn down the volume if they were communicating with a patient who was hard of hearing. (II) The radio should be tuned to a station that did not play pop music. Nick will arrange for it to be tuned into radio 3 or classic FM for a trial period.	Nick       Nick  Nick
9.	Date of Next Meeting – Thursday 19 <sup>th</sup> June 2014.	All