

**Minutes of the Patient Reference Group Meeting
Held on Thursday 9th April 2015**

Present: MF (Chair), KB, LL, HM, VM, Lindsey Anderson (Assistant Manager), JJ, BJ

Apologies: BN, AP

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>a) Action List from Meeting of 15 January 2015 Review</u></p> <ul style="list-style-type: none"> - Friends and Family Test still to be further made more patient friendly –i.e. ‘please complete our quick survey’. - Lindsey showed the group Urgent Care Centre (UCC) attendance data; although analysis could not really be made as the data varies so much, probably due to poor reporting. - The LED board could not be changed to show information about clinics being delayed. Lindsey purchased a whiteboard which the receptionists now use to write this information on. - Lindsey explained that the receptionists have been on ‘Above and Beyond’ customer service training. Some of the group felt that the receptionists have seemed a little demotivated recently. Lindsey said she works closely with the Senior Receptionist to ensure everything that can be done to make the receptionists jobs better and more efficient is being done and positive feedback has been received from the receptionists about this. There has also been a lot of positive feedback received from patients regarding the receptionists and how helpful they can be. <p><u>b) Patient Survey and Results</u></p> <p>Lindsey explained that she had put the results of the Patient Survey into a graph as used in previous years for review. She felt there was too much information on the surveys to put into one simple bar chart and wanted to improve (i.e. to show how many patients are unhappy whilst also reflecting their age ranges) and would bring the results to the next meeting.</p>	Lindsey

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3.	<p><u>Practice Update</u></p> <p>Patient on-line services now to include access to summary care records.</p> <p>Members of the group have been told different information by the receptionists regarding registering for online services. Lindsey confirmed this is new and a lot more in depth than the old way of registering and she would ensure all receptionists are up to speed.</p>	Lindsey
4.	<p><u>Newsletter Ideas</u></p> <ul style="list-style-type: none"> - Information on where patients are to go if they need stitches removing. - Amount of Did Not Attends (DNAs) to be put on newsletter again including the strain this puts on the surgery. 211 DNAs were recorded in the previous month! 	Lindsey
5.	<p><u>Any Other business</u></p> <p>a) LL suggested that patients who have appointments be called each morning to confirm they are coming to save the waste of DNA appointments. Lindsey explained this would be incredibly time consuming and they do not have staff time available for this. LL volunteered to call the patients.</p> <p><i>Post Meeting Note: It would not be feasible to contact up to 300 patients each day to confirm they are attending their appointments. SMS reminders are sent the day before and strongly worded letters are sent to patients who do not attend. It would also be a breach of patient confidentiality for a PRG member to contact patients.</i></p> <p>b) HM and another member of the group confirmed they had never received a reminder text message for their past appointments. Lindsey confirmed she would review.</p> <p>c) MFwas surprised to hear that patients queue at the surgery for appointments. She thought Nick Thomas (retired Practice Manager) had agreed this would be abolished and patients could only get appointments via the telephone. It seemed patients have received conflicting information. Lindsey confirmed that appointments are shared between patients asking on the telephone and any attending the surgery. This process may have changed after being put into practice and problems arising needing it to be reverted back. Lindsey to make information available to the patients to ensure fairness.</p> <p>d) A member of the group said Dr Lucraft said she would put a poster up in the waiting area detailing social drop-in sessions in the area. Lindsey said she would find out and also look at what's on in the area to advertise.</p>	Lindsey to review all.

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	<p>e) Some of the group pointed out the paint work around the surgery is starting to look a bit shabby.</p> <p>f) Lindsey asked to mark on the website and where necessary that the Minor Illness Clinic is currently only available on Fridays.</p> <p>g) Spacing of the prescriptions box for repeat requests is obscured when there is a queue of patients, meaning you have to join the queue just to get to it. Lindsey agreed to move to a more suitable position.</p> <p>h) Members of the group thought the layout of the chairs was better before. Presently they are difficult for people to move around if they have buggies, walking sticks or wheelchairs. The ridge at the front entrance also causes mobility problems. Lindsey to review.</p> <p>i) The front of the desk was discussed as being a good location for posters and information and if we were to put a perspex cover across it this would also be more presentable and save the paint work from getting grubby. Lindsey had thought about this before and would review costs.</p> <p>j) It was suggested that a sign be put in reception advising parents to supervise their children and to be mindful of other patients.</p> <p>k) It was noted that the toilet flush downstairs can be temperamental.</p> <p>l) HM mentioned that the 'News Flash' had disappeared from the web site following the upgrade. <i>Post meeting note – this has since been remedied.</i></p>	
6.	<p><u>Date of next meeting</u></p> <p>20 July 2015</p>	

**Patient Reference Group Meeting 9/04/2015
ACTION LIST**

No.	Action	Person Responsible	Due Date	Update	Completed
2b)	Patient Survey and Results	Lindsey	9/07/15		
4)	Newsletter Ideas	Lindsey	9/07/15		
5)	Any Other Business:				
5b)	SMS Appointment Reminders	Lindsey	9/07/15		
5c)	Appointments	Lindsey	9/07/15		
5d)	Poster advertising local social drop-in events	Lindsey	9/07/15		
5f)	Reference to Minor Illness Clinic availability on website	Lindsey	9/07/15		
5g)	Spacing of the Prescriptions Box	Lindsey	9/07/15		
5h)	Positioning and layout of patient seating	Lindsey	9/07/15		
5e & i)	Front Desk & Waiting Room Décor	Lindsey	9/07/15		
5j)	Sign requesting patients supervise their children	Lindsey	9/07/15		
5k)	Downstairs toilet flush temperamental	Lindsey	9/07/15		