

**Minutes of a Patient Reference Group Meeting
Held on Thursday 16th October 2014**

Present: Maureen Flanagan (Chair), Christine Amoroso, Ken Coleman, Joanne Jablonska, Betty Jablonska, Howard Marshall, Shobna Patel, Anne Potter, Barry Reeves, David Stevens, Dr Danaher and Lindsey Anderson.

NO.	ITEM	ACTION
1.	<p>Maureen Flanagan 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>a) <u>Friends and Family Questionnaire - update</u> Lindsey explained that she was sending texts to patients on 2 days of the week asking them to complete the FFT questionnaire either online or by collecting a paper form from reception. Lindsey has received approximately 20 paper copies and is awaiting the website to go live next week which will enable her to run an audit of all the questionnaires submitted electronically. Lindsey has seen a sample of the audit website and it allows a detailed review to be done of all responses which will be really helpful in identifying any problem areas. Lindsey will run these audits to bring to each PRG meetings for discussion.</p>	
3.	<p><u>Practice Update</u></p> <p>a) <u>Dr Walker's new arrival</u> Lindsey informed the group that Dr Walker has given birth to a little girl and both are doing well.</p> <p>b) <u>Appointment of New Practice Manager</u> Lindsey informed the group that Nick will be retiring at the end of December as Practice Manager, with a week or two's handover in January to the new manager. Susan Stansfield has been appointed, she is an experienced Practice Manager relocating from Surrey.</p> <p>c) <u>Minor Illness Clinic and Appointment of two Advanced Nurse Practitioners</u> Lindsey explained that that two new highly experienced ANP's have started at the practice and are now running the new Minor Illness clinic. Members of the Group felt that there was little communication of this and the poster that was in reception was not big enough. The group felt more information should be given as to who the nurses are and their qualifications and experience. Lindsey agreed to update posters in reception and include in the new surgery leaflet.</p> <p>Maureen queried if our UCC attendance had improved since the clinic had started, Lindsey will bring this information to the next meeting.</p>	<p>Lindsey</p> <p>Lindsey</p>

4.	<p><u>Electronic Prescribing – Go live</u></p> <p>Lindsey advised the group that the surgery were now able to send prescriptions electronically to pharmacists. GP practices in the Leicester area have only just begun to go live but the pharmacists have been ready for a while – only about 4 are not live yet. Lindsey described the positives of electronic prescriptions and also the problems the surgery has had with some chemists auto nominating any patient who has collected a script from, causing a lot of extra work and confusion in the first couple of weeks.</p>	
5.	<p><u>Leicester City Patient Group Forum</u></p> <p>Lindsey informed the group about this forum for patients and healthcare staff to attend to discuss wider NHS issues and secondary care - should anyone wish to attend.</p>	
6.	<p><u>Three Key Priority Areas</u></p> <p>Three areas of improvement are to be decided upon by the group together with an action list. Lindsey explained that once the audit is available of the Friends and Family Test this will help identify any problem areas to work on. It was agreed that communication to patients could be improved upon, members discussed flu clinics dates being more available and advertised in reception, more information on minor illness clinic and an introduction to who the ANPs are to give patients more confidence in using the clinic, advice for patients if clinics are running late. It was agreed an eye-catching notice board with larger posters advertising these areas would help.</p> <p>Lindsey confirmed she would work on:</p> <ol style="list-style-type: none"> i. Updating the notice board in the patient waiting area. ii. Setting the patient log-in screen to tell patients how many appointments are waiting before them. iii. Bring the FFT Questionnaire results to the next meeting to identify the other two priority areas. 	Lindsey
7.	<p><u>Any other Business</u></p> <p>a) Lindsey went through the points raised in Howard Marshall’s email:</p> <ol style="list-style-type: none"> i. Patient Call Digital Display – Duration of name being displayed is to short. Lindsey confirmed she has amended the showing time from 5 seconds to 8 and will look into the screen conflict when two patients are called at one time. ii. Newsletters – lack of them on the web site. Lindsey explained she is working on a newsletter to be available in the next few days and will ensure these are available via the website. iii. Electronic communication to the practice. Lindsey agreed to make her email address available for patients to contact her/the PRG regarding any queries or suggestions. This will go on future advertisement. iv. Patient Surveys – could nurses and GPs offer these to patients. Lindsey will inform the clinicians when the Patient Survey is 	Lindsey Lindsey Lindsey

	available and also of the FFT and will provide forms to them to be given to the patients.	Lindsey
b)	Some members of the group expressed that they felt the flu clinic invite letter was not clear enough. They felt the bit in bold asking them to book an appointment should have been at the top as many people had read up to the dates and presumed it would be the same as previous years. Dr Danaher explained that the majority of patients had read the letter and booked an appointment as requested, but the letter will be altered so that next year it reads clearer.	
c)	Lindsey asked the group how they prefer to be contacted, and took email addresses for some.	
6.	<u>Date of next meeting</u> Thursday 15 January 2015, 6.30pm at Groby Road Medical Centre – TO BE CONFIRMED.	Maureen Flanagan

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ACTION LIST

No.	Action	Person Responsible	Due Date	Update	Completed
2. a)	Lindsey to bring Friends and Family Test results to each PRG meeting for discussion.	Lindsey	By next meeting		
3. c)	The group felt more information should be given as to who the nurses are and their qualifications and experience. Lindsey agreed to update posters in reception and include in the new surgery leaflet.	Lindsey	By next meeting		
3.c)	Maureen queried if our UCC attendance had improved since the clinic had started, Lindsey will bring this information to the next meeting.	Lindsey	By next meeting		
6. i.	Lindsey confirmed she would work on: Updating the notice board in the patient waiting area.	Lindsey	By next meeting		
6. ii.	Setting the patient log-in screen to tell patients how many appointments are waiting before them.	Lindsey	By next meeting		
6.iii.	Bring the FFT Questionnaire results to the next meeting to identify the other two priority areas.	Lindsey	By next meeting		
7.a) ii.	Lindsey explained she is working on a newsletter to be available in the few days and will ensure these are available via the website.	Lindsey	By next meeting		
7. a)iii	Lindsey agreed to make her email address available for patients to contact her/the PRG regarding any queries or suggestions.	Lindsey	By next meeting		
7. a)iv	Lindsey will inform the clinicians when the Patient Survey is available and also of the FFT and will provide forms to them to be given to the patients.	Lindsey	By next meeting		