



Meeting Minutes

DATE:	Monday 17th September 2012
TIME:	6pm to 7.30pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
GUEST	-
PRESENT – Patients	19 patients invited to attend. 6 Attended. <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes taken by:	Karen Greenhough

() letters shown in brackets relate to handout pack sheets

Welcome

Karen J welcomed the group to our 4th Patient Reference Group (PRG) meeting.

From last meeting

Meeting minutes dated 18th June 2012 **(A)** were approved by the group.

- The PRG terms of reference document has been updated. Next review date is February 2013.
- The Special Edition newsletter **(B)** regarding Dr Ledger and our GPs is now in circulation. *Dr Ledger asked that his thanks be passed on to the group for suggesting/assisting with producing it. He was really impressed and took a copy to a CCG group meeting to show them. It is proving to be a really popular newsletter and they are going like hot-cakes!*
- Car parking issues - an article is included in the Autumn 12 edition of FMC News **(C)** / our patient information poster is updated / a new sign has been ordered and will be in place in the car park shortly / AR has spoken to one of the school chair of governors and JCH will also mention the problems at a school meeting she is attending this week.
- An article promoting our Minor Illness clinics is included in the latest edition of FMC News.
- Information is now on display *outside* of our front entrance.
- The list of PRG contact details was circulated for members who were not in attendance at the last meeting to complete.

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 29th August 2012 by Karen J advising that this group meeting was taking place. This included the following wording “If you have any ideas or other comments that you wish me to take to the PRG *Group* meeting on your behalf please let me know”.

- The member who made comments about the minor illness clinics & displaying information *outside* the building said “I would like to congratulate everyone concerned for not only taking the time to consider the suggestions but also for implementing them so quickly”.
- Another member said “I would like to make the meeting aware that Taxi’s are using your car park as a short cut to avoid the traffic lights”.

Patient Involvement Action Plan – Complementary Therapies

The group discussed and agreed the content for a new patient information sheet. KG will prepare the final version and send this out to all PRG members for them to approve before putting them out on public display (on our website and in the waiting area).

Patient Involvement Action Plan – Practice Website

Plan dated February 2012 (D)

Page 2 – Developing the website – *the group will focus on this first*

Page 3 – website promotion

The Practice ICT Manager, Andy Garfitt (responsible for the FMC website) was unfortunately unable to attend this meeting but will be invited to attend the next one to assist with the PRG discussions.

The group were shown the existing website layout. They were asked to view this in more detail at home and bring ideas to our next meeting which will be dedicated to a ‘cloud bursting’ session on how improvements can be made.

Website address: www.fountainmedical.co.uk

Any other business

- We welcome Dr Sapna Vadher who is joining our team of GPs on 1st October. A photograph and details of her special interests will be included in the next edition of FMC News.
- We say goodbye to Dr Lynsey Fielden who is leaving on 30th September to work closer to home.
- Dr Nick Hall is providing locum cover for Dr Bryony Mathew whilst she is on maternity leave. She will be returning to work part time.
- We are presently looking to recruit a new GP.
- New railings were erected in our car park last week. These are to make the area safer and to reduce the number of visitors who catch the low wall with their vehicles.
- The practice Outer Boundary details were discussed.
- The group were advised about some recent fraudulent activities. We are working on guidance from the NHS Fraud Department which includes asking for additional proof of identification when patients register with us.
- Following a comment left in our patient suggestion post box a new adjustable height chair will be provided shortly in our Health Check Area.
We have also recently added a new leaflet display in here providing information on blood pressure and managing weight.
PJ – asked about the value of having the BP machine. KL explained that it was beneficial for some patients to check ‘averages’ of their BP and the machine was to assist with this not to replace them seeing their GP.
- The practice has some prescribing scheme savings and the group were asked for their ideas on how we can make best use of the money for the benefit of patients (e.g. to spend on equipment or improvements to the building).
Ideas:
 1. JCH - Emergency pull cords to go in every toilet (presently only installed in our disabled toilets).
 2. JCH - A clock for the first floor nurse waiting area.
 3. AR - An additional wall mounted electronic display board for the waiting area.
 4. PJ - A TV screen for the reception area displaying messaging e.g. topical information / promoting the website / GP news etc.
 5. All - Some funding to be set aside for the PRG to promote the practice website once they have completed their project to enhance it.

- A discussion took place regarding staff training and development. The group were advised that the practice has a robust system of monitoring staff and issues are highlighted and addressed as necessary.
- Patient complaints were raised and discussed. The group were advised that these are received in various formats. The practice has a formal protocol in place for dealing with them. The practice also has a comprehensive 'Significant Events' protocol in place to investigate incidents and learn from them when necessary. A 'Patient Acknowledgements' board is located in the office (for patient confidentiality reasons) where cards, letters and patient compliment forms are displayed for all *staff* to see. We are delighted to say that we receive many of these each year.
- PJ – asked if any support programmes were in place for patients who had partners dealing with a medical condition. KL advised what options were presently available including both patients visiting their GP individually or together and being referred to others for assistance if appropriate.
- JH – offered to come and speak to staff about her involvement in the Free Expert Patients Programme Courses (NHS Leeds Community Healthcare). KJ will contact JH after the meeting regarding this. An information sheet regarding the courses available is on display in our main waiting area.
- JC – discussed the treatments offered by St Georges Minor Injuries Unit. KG will obtain further information in time for the next meeting.
- A discussion took place regarding PRG members who were not attending these meetings. The group agreed that they should be sent a letter advising them they had been removed from the invite list to give other patients a chance to attend. They would be offered the opportunity to join our PRG *Virtual Panel* group.

Date and Time of next meeting: 4.30pm Monday 3rd December 2012

Thank you from the FMC team to all PRG Group and Virtual Panel members for their continued support