



# Patient Reference Group

Patients, Carers and Staff working together to develop and improve the practice

## Meeting Minutes

<b>DATE:</b>	<b>Monday 19<sup>th</sup> May 2014</b>
<b>TIME:</b>	6pm
<b>LOCATION:</b>	FMC Seminar Room
<b>PRESENT – Staff</b>	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
<b>GUEST</b>	-
<b>PRESENT – Patients</b>	6 patients invited to attend. 6 attended. Apologies sent by: - <i>For confidentiality reasons patient names will not be shown on the minutes</i>
<b>Minutes taken by:</b>	Karen Greenhough

( ) letters shown in brackets relate to handout pack sheets

### 1. Welcome

Karen J welcomed the group to our 11<sup>th</sup> Patient Reference Group (PRG) meeting.

### 2. From last meeting

Meeting minutes dated 24<sup>th</sup> February 2014 (A) were approved by the group.


#### Dr Stephen Ledger’s retirement on 30<sup>th</sup> September 2014

A collection is now running.

Copy of poster on display in the practice waiting area:


Fountain Medical Centre

**Preparing to say goodbye to our Senior Partner Dr Stephen Ledger who is retiring on 30th September 2014**



Many patients have been asking if we are having a retirement collection for Dr Ledger.  
A Collection Tin and Good Wishes book are now located behind the reception desk.

**Please speak to a receptionist if you would like to contribute to the collection and/or complete a message to be included in the Good Wishes book**



**Dr Ledger has asked that all money collected be donated to the Community Hub facility in the new-build Newlands Primary School in Morley.**

Karen Jones – Practice Manager  
31<sup>st</sup> March 2014

A message is also on the practice website and will be included in the Patient Newsletter out on display from 1<sup>st</sup> June.

The group were shown the message sheets (B) and Good Wishes Book. All messages received will be placed in the Good Wishes Book and handed to Dr Ledger when he retires.

#### Patient Information sheet - ‘what you can do to help the practice ‘quick reference’ sheet (C)

Amendments have been made as discussed at our last meeting and these are now out on display.

*We checked but could not action the suggestion to add telephone numbers of the nearest accident departments – we were advised that patients should phone the 111 number if necessary.*

## 2014 Patient Survey Results

An article has been included in the Summer Edition of the Patient Newsletter covering results and important 'take home' messages.

Karen J advised that 860 patients had now signed up to use Patient Access (our on-line services) and the practice is continuing to actively promote this.

## 3. Patient Reference Group Administration

Patient Involvement Action Plan and Local Patient Participation Annual Report – both dated 24<sup>th</sup> February 2014 were submitted in March (*with no amendments to the draft documents circulated to PRG members in February*).

**We are delighted to advise that we have fully achieved our objectives for last year as a PRG – [a big thank you to all involved](#).**

## 4. Agenda for this meeting

### PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 24<sup>th</sup> April 2014 by Karen J advising that this group meeting was taking place. It 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".

No replies to include this time.

### Patient Newsletter – summer 2014 edition

Was shown to the group **(D)**. These will be on display for patients (waiting area & practice website) from 1<sup>st</sup> June.

### Patient feedback to Leeds West Clinical Commissioning Group

New 'Tell us what you think' comment forms, a poster and post box are now on display in the practice waiting area **(E)**.

**The Leeds West Clinical Commissioning Group is keen to recruit for the following groups:**

#### Patient Representatives

We are keen to recruit people to **represent patients on various project teams**. They would need to commit to attending occasional meetings but no previous experience is necessary. The following projects currently require a representative:

- Self management project (2 year project)
- End of life project (1 year project)
- Patient participation project (6 month project)
- Chronic pain project (1 year project)
- Cancer locality group (ongoing project)

#### Patient Voice

We are keen to recruit patients or carers who want to share their **experience of using healthcare services**. Their experience can be good or less good. We would like to hear any stories about primary and secondary care, in particular experiences of:

- Urgent care
- Children and maternity services
- End of life care
- Long term conditions
- Primary care
- Discharge from hospital

**Any patient or carer who is interested should contact Chris Bridle on 0113 8435473 or [chris.bridle@nhs.net](mailto:chris.bridle@nhs.net)**

The group agreed that information posters regarding the above should be displayed in the waiting area on our PRG notice board.

## Early diagnosis of Cancer

An article on *skin cancer* has been included in the summer edition of our patient newsletter.

Displays in the waiting area from 1<sup>st</sup> June to 31<sup>st</sup> August will include: *skin, bladder and testicular cancer*. The group agreed that an article on *breast cancer* will be included in the Autumn Patient Newsletter.

## Young People Friendly Practice

Continuing our work to improve communication with younger patients the group were shown a NEW information folder (**F**) which will be out on display in the waiting area by the young people's leaflet board shortly.

The folder is aimed mainly at 11 to 19 year olds. It contains:

- **Our Young People's Charter and Confidentiality Statement**
- **A guide to choosing the right NHS service in Leeds if you become ill or injured**
- **Information on** – Change4Life healthy eating & exercise / Staying safe in the Sun / Facts about the use of sun beds / Growing up – what's it all about / Contraception and Sexual Health clinics in Leeds / Contraception / Chlamydia / HIV / Alcohol / Drugs / Smoking / Eating disorders / Sexual orientation / Self harm / Violence at home / Young adult carers / Neglect / Staying safe online / Sexting / Bullying / Beat exam stress.
- **Contact details and information for:** The Market Place drop in centre, Leeds, Relate children's and young people's services / Childline / NSPCC / Samaritans./ Essential telephone numbers for safeguarding children.

NEW **links to useful information** have also been added to the practice website: [www.fountainmedical.co.uk](http://www.fountainmedical.co.uk) / **Patient Information / Young People.**

The group discussed and approved the new materials. The practice will keep the folder up to date and add any relevant new information which is received in the future.

## Named GP for over 75s

Karen L explained to the group that there is a new requirement for practices to ensure that each patient in their practice list aged 75 or over is assigned a named, accountable GP.

Work is presently being carried out to coordinate this and relevant patients will be informed by the end of June. The group discussed how to communicate these changes to patients. It was agreed a new poster will be on display, an article added to the autumn newsletter and information added to our website.

Poster (**G**):

Fountain Medical Centre

### Named GP for patients aged 75 and over

**From April 2014, all patients aged 75 and over will be allocated a named GP who will have overall responsibility for the care and support that our surgery provides to them.**



If you are one of our patients in this age group, you will be advised of the name of your GP by letter.

Your named GP will have overall responsibility for the care and support that our surgery provides to you. They will also work with other relevant health and care professionals, who are involved in your care, to ensure that your care package meets your individual needs.

This will not prevent you from seeing any GP in the practice if you choose.

If you have any questions, or wish to discuss this further, please let us know.

Karen L also explained about another major change coming into place regarding 2% of our patients felt to be at high risk. GPs will work closely with them to prepare care packages to keep them out of hospital – a Risk Stratification Tool is available to assist.

JH – asked what sort of interaction there is between GPs? Karen L confirmed that there are lots of emails exchanged, clinical team meetings etc to communicate information and this will continue to be encouraged.

## Waiting area notice boards / displays

A discussion took place regarding the existing notice boards / displays **(H)**:

### Lobby area

- Health, Safety & Security – including Infection Control
- Opening hours and information on local A&E, Minor injuries units etc.

### Main waiting area

- General information (posters, leaflets and forms)
- Prescription information (leaflet holder)
- Meet our staff information & photos – including the practice organisational structure
- Registration & Appointments
- Weight & Blood Pressure (posters & leaflets in the health check area)
- Latest quarterly edition of the Patient Newsletter *FMC News*
- Community News
- Support Groups
- Early diagnosis of cancer (plus leaflet unit)
- **Patient Reference group – information, meeting minutes, Action plan etc**
- Seasonal / Topical displays
- Mother & Baby (coordinated by the Midwives)
- Children (posters and leaflets)
- Young People -11 to 19 years (posters, leaflets – plus the new folder as mentioned on page 2)

The group agreed that a **NEW** notice board would be put in place **‘for our older patients’** to include Age UK leaflets & poster, named GP for over 75s poster and any other relevant information for this age group. Karen G to contact Morley Elderly Action Group for a poster advertising what they have to offer local residents.

## Staffing

Dr Sapna Vadher left the practice on 30<sup>th</sup> April and Dr Phillipa Barnes left on the 15<sup>th</sup> May. The practice are presently looking to recruit replacement salaried GPs.

We are delighted to announce that Dr Bryony Mathew and Dr Nick Hall will join the GP Partnership with effect from 1<sup>st</sup> October.

Karen L advised that unfortunately as a business the partnership have recently had to make some reductions to staffing levels (1 member of the clinical team and 2 members of the administrative team). The practice will continue to actively work to reduce costs e.g. energy saving initiatives, contract reviews etc.

## 5. Any other business

### Leeds West Clinical Commissioning Assurance Group

AR – updated the group regarding his work with the group.

This included: A health watch presentation, Anticoagulant report, Early discharge scheme, Pain Management, City wide engagement and Self management. He said there was a lot of reading to do prior to the meetings he attended - at which he took part in discussions and was involved in decision making.

### Changes to our appointment system

Karen L and Karen J discussed some major changes the practice was looking to make to the appointment system. With over 16,700 registered patients the demand for appointments is at breaking point. More flexibility is required and some radical changes are being looked at. These should be much better for patients.

JH – everyone has to know what is going on. Karen J - patients will be fully informed as changes are made.

JCH – could the practice make use of Web chat? Karen J – we will add this to the ideas pot for consideration.

## **Patient Reference *GROUP* meetings**

The dwindling numbers attending *group* meetings was discussed. A great effort has been put into recruiting *group* members, however most patients wish to join the *virtual panel* group who receive information via email (we presently have 45 members who adequately represent our patient base).

The group were asked to put thought into this in time for the next meeting - it may be that we agree to stop holding group meetings and run the PRG with Virtual Panel members only?

**Date and Time of next meeting: 6pm – Monday 15<sup>th</sup> September 2014**

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