



Patient Reference Group (PRG)

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

Meeting Minutes

DATE:	Tuesday 19 th May 2015
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
GUEST	Jayne Garnett
PRESENT – Patients	9 patients invited to attend. 9 attended. Apologies sent by: - <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes taken/prepared by:	Karen Greenhough

() letters shown in brackets relate to handout pack sheets

1. Welcome

Karen J welcomed the group to our 15th Patient Reference Group (PRG) meeting. A warm welcome was given to new group member SP.

2. Guest

Jayne Garnett - Project officer Patient Experience & Involvement - NHS Leeds West Clinical Commissioning Group (LWCCG) was welcomed to the meeting.

Information sheets were circulated to the group – ‘Make a difference to local NHS Services’ and ‘Making it happen’.

Jayne - explained that she is visiting practices in the LWCCG to meet PRG members and encourage them to be involved in helping to improve local health services.

This is being achieved by inviting people to take part in developing, evaluating and monitoring local health services. This is called Patient and Public Involvement (PPI).

People are being asked to share their thoughts regarding the services provided and their experiences of primary and secondary care services.

Involvement can be in lots of different ways:

- Through their Patient Reference Groups
- On commissioning project groups
- Through the NHS Leeds West CCG Patient Network
- On the Patient Assurance Group

There are a number of patients on the assurance group at Leeds West CCG. It is important that the group is broadly representative of the local community and they are looking to recruit more patients to sit on the group – including existing Patient Reference Group & Virtual Panel members.

Monthly meetings are held on the first Wednesday of the month between 5.30pm and 7.30pm. They have previously been held in Headingley, Pudsey and West Park.

Karen J questioned if meetings could be held more local to the Morley area.

Jayne - This will be looked into for future meetings.

For more information or for an informal discussion please contact Jayne Garnett by email: Jaynegarnett@nhs.net on telephone: 0113 843 5475.

3. From last meeting

Meeting minutes dated 9th February 2015 **(A)** were approved by the group. Updates on issues discussed:

Practice Website www.fountainmedical.co.uk

As we have a guest at today's meeting we will look at the new layout of the practice website at the next meeting.

A new seat for people to use whilst waiting for taxis

Apologies for the slight delay - the bench will be in place shortly.

NHS bowel cancer screening test kit

As discussed by AC. New leaflets and posters are now on display in the waiting area.

Everyone aged 60-74 will now receive a pack through the post (When they reach 60 then every 2 years until they are 75). *Sample leaflet shown to the group.*

SP – what is the logic of cut off at 75?

Karen L – discussed the bowel cancer screening programme and that whilst test kits stop being automatically posted out when patients reach 75 they can still request one themselves after that age by visiting the NHS choices website or by phoning the free NHS helpline on 0800 707 6060.

4. Agenda for this meeting

West Leeds Patient Empowerment Project (PEP)

This new service opens up a world of possibilities to help you improve and maintain your health and wellbeing. Feeling alone? Fed up? Money worries? Need a helping hand?

You can call them yourself or your doctor can put you in touch with the friendly PEP team who will arrange to chat to you one to one. They will find ways of supporting you to achieve your goals in a way that works for you e.g. volunteering / healthier living / community activities / physical activity.

For further information call 0113 279 5870 or email on: pep@barca-leeds.org

Leaflets are now on display in the practice waiting area. **(B)**

Healthwatch Leeds

Healthwatch Leeds gives people a powerful voice on health and social care services in Leeds and beyond. Healthwatch Leeds helps the citizens of Leeds to get the best out of their local health and social care services - whether it's improving them today or helping to shape them for tomorrow. Healthwatch Leeds is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in the future. Visit: www.healthwatchleeds.co.uk for further details. **(C)**.

There is also a Youthwatch group on the website (16 to 25 year old volunteers) – the practice has included this information in their Young Peoples information folder.

Healthwatch is local authority funded. Information collated by them is fed back into local Clinical Commissioning Groups.

* Healthwatch will be visiting this practice tomorrow between 2pm & 4pm speaking to patients in the waiting area about their thoughts on extended opening hours.

Engage Magazine

The free magazine from NHS Leeds West Clinical Commissioning Group.

Issue 3: March 2015 **(D)** – copies are on display in the waiting areas.

Jayne – advised the group that the editorial team will always welcome feedback from everyone on the content of the magazine.

Anyone wishing to make feedback or to receive a regular copy should email: commsleedswestccg@nhs.net or call: 0113 84 35470.

FMC Patient Newsletter – Summer 2015 edition

Will be in our waiting areas and on the practice website by 1st June 2015 **(E)**

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 7th May 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”.

1. **From ST** – just wondering how the practice deals with a Tuesday following a bank holiday Monday? Is it set up as a usual Tuesday, or is it arranged as a Monday with more book on the day appointments available?

Karen J: We treat the Tuesday after a bank holiday as a Monday so most appointments are book on the day as we know that there is always a mad rush.

2. **From MW** – regarding existing problem of attempting to make appointments when the phone apparently is always engaged.

A group discussion took place -

Appointments and telephone access are issues regularly discussed by the group and are both objectives included in the Patient Involvement Action Plan.

Appointments

Dr First – a new way of dealing with appointments will be introduced as soon as the GP recruitment problem is resolved.

Will be ‘on the day’ requests for appointments. All incoming requests will be passed to GPs to triage and phone back the patients. Will either be dealt with over the phone or an appointment made at that time.

Receptionists will not be allocating appointments.

Telephone access

The practice is presently looking at investing in a new telephone system – quotes have been obtained and are being considered by the GP Partners.

New equipment would enable the practice to monitor levels of incoming calls (e.g. number of failed calls, when peak times are etc.).

It would also enable the use of adding ‘options’ e.g. press 1. for appointments 2. for any other query and letting callers know where in the queue they were. These ideas will be discussed further with the PRG once the system is in place.

Ideas for the continued promotion of the Patient Online services were discussed (*see also section on page 4 regarding this*). The more patients we can encourage to use the online services the more this will reduce congestion on the telephones.

SI – booking appointments online only works if you do not wish to be seen the same day.

Karen J – Our computer system will not allow the release of same day appointments.

SBI – Could we get practice messages out on social media?

Karen J – we do have a practice twitter account - @FountainMed – but do not have many followers.

SBI – could the practice have a Facebook page run by volunteers from the PRG?

Karen J – this could be something to be considered.

AR – we need to take care about how this is done.

Idea to be discussed further at the next meeting which the IT Manager is attending.

It was agreed that asking patients to telephone regarding prescription queries after the peak morning time would be promoted further – as the practice presently does for test results.

3. **From RG** - How does the practice ensure that patients attending appointments are entitled to free NHS treatment?

Karen L - Everyone is entitled to free *emergency* Primary Care.

Karen J – We have a rigorous checking system in place at reception and proof of identity and residence is required from anyone wishing to register as a new patient.

Early diagnosis of Cancer

Our practice is actively working to increase the early diagnosis of cancer in patients.

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

We have already covered: Bowel, Skin, Breast, Prostate, children's/teenage cancers and Lung cancer in our quarterly patient newsletters. It was agreed an article on ovarian cancer will be included in the Autumn 2015 edition.

Cervical and testicular cancers will be covered in future issues.

SP – may be good to include head and neck cancers in a future edition.

SBI – Pancreatic Cancer would be another one to cover.

Named GPs for all patients

Apologies from KG for an error in the minutes of the last meeting – should have said every patient will have a named GP who will have overall responsibility for their care by April **2016**.

The practice will be allocating these however if patients wish to specify who they would prefer the named GP to be they can complete a form (available from the practice or from our website) and we will do our utmost to accommodate their request **(F)**.

It was agreed a reminder about this will be included in the Autumn edition of the patient newsletter – highlighting that unless patients have specified a preference the practice will allocate them a GP.

Patient Online

Notice board display presently in our waiting area on Patient Online.

With patient Online you can access GP services from your computer, tablet or mobile, as well as through your surgery. You can: Book GP appointments / Renew prescriptions / View some sections of your health records.

Information handed out to the group **(G)**

Visit www.localsurgerywebsite.nhs.uk or www.england.nhs.uk/patient-online/ to find out more.

Patients can register to use Patient Online at reception or via the practice website.

The more patients we can encourage to use the facility the more it will release pressure on the telephone lines so we need to keep actively promoting this.

Electronic Prescription Service

This practice is now offering electronic prescriptions to our patients. Handout given to the group **(H)**.

We are communicating this to patients: waiting area display, on our website, included in our Summer 2015 Patient Newsletter.

JH & AC – had both used this service and felt it was good.

The NHS Friends and Family Test

From the 1st December 2014 the NHS launched the NHS Friends and Family Test. This is a simple form for patients to complete after they have received care or treatment at the practice. Patients are able to fill in paper copies at reception or complete on the website.

The NHS wants to make sure that patients have the best possible experience of care, and that they can easily let practices know their views on the quality of their care. The NHS has introduced the Friends and Family Test because they want to obtain regular and timely feedback from patients about their care and treatment.

*The test will add value to existing feedback activities by gathering near real time feedback that is directly comparable across practices. **This is something the practice has to do.***

Patient Reference Groups are encouraged to view and discuss any issues relating to monthly results so we will continue to include these in our meetings.

Results and comments sheets for February, March & April 2015 **(I)** were discussed with the group.

Question 1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

February 2015 – 81% said extremely likely / 9% said likely (52 paper responses completed)

March 2015 – 70% said extremely likely / 12% said likely (17 paper responses completed)

April 2015 – 81% said extremely likely / 19% said likely (16 paper responses completed)

Question 2. Overall how would you describe your experience of making an appointment?

February 2015 – 63% said very good / 17% said fairly good

March 2015 – 44% said very good / 25% said fairly good

April 2015 – 60% said very good / 33% said fairly good

Overall many really positive comments received.

The monthly results are published on the NHS Choices website www.nhs.uk, are on the practice website and are also displayed on the PRG notice board in the waiting area (for patients who do not have access to a computer).

Staffing Update

KJ - The practice is currently recruiting for 1½ salaried GPs. Dr Kay Jones will be starting on 19th august. An interview with another potential GP is taking place tomorrow.

SBI – the recruitment problems have been on the news which highlights it is a national problem not just one for this practice.

A recent **staff suggestion** received by the practice was to display relevant posters behind doors of all toilets used by patients e.g. on domestic violence, safeguarding children, addictions.

It was felt this was a great idea and posters are now in place.

SBI & AC – said they had seen posters in other places which also had ‘tear off’ slips for people to take away with them. Karen G will enquire and try and obtain some of these.

5. Patient Reference Group Administration

We presently have 9 group members and 50 virtual panel members. The combined group is representative of our practice population.

We continue to welcome new members to the group.

6. Any other business

SBI – said it was great that she could attend an appointment in our building for a scan.

7. Date and Time of next meeting: 6pm – (date to be confirmed) September 2015

*Thank you to all PRG Group and
Virtual Panel Members for their continued support*