



# Patient Reference Group

## Meeting Minutes

<b>DATE:</b>	21 <sup>st</sup> November 2011
<b>TIME:</b>	6.30pm to 7.30pm
<b>LOCATION:</b>	FMC Seminar Room
<b>PRESENT – Staff</b>	Chris Bridle – Patient and Public Involvement Facilitator, NHS Leeds Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
<b>PRESENT – Patients</b>	20 patients invited to attend. 14 Attended. <i>For confidentiality reasons patient names will not be shown on the minutes</i>
<b>Minutes taken by:</b>	Karen Greenhough

### Hand Out Pack:

- Information sheet – What is a patient reference group?
- PRG – terms of reference sheet (draft)
- Information sheet – creating a ‘Mission Statement’ for the PRG
- FMC Patient Newsletter – Autumn 2011
- GP Practice Patient Survey form (draft)

## Welcome and introductions

Chris Bridle **welcomed** the group to the first meeting of the FMC Patient Reference Group.

Individuals introduced themselves.

(Dr Suzie Henstock, who is presently on maternity leave, is also part of the FMC team and may join some of the future meetings on her return to work).

## Ground rules

Chris explained that some **ground rules** are essential for the group to function effectively and safely i.e.:

- The group should represent the views of the practice population.
- The group is not a forum for individual complaints or single issues.
- All views are valid and will be listened to.
- No mobile telephones or other disruptions.
- We will start and finish on time and stick to the agenda.
- We advocate an open and honest debate.
- Confidentiality should be maintained at all times.

## Introduction to PRG and the Practice

Dr Karen Logan gave an **introduction to the Practice**.

Chris gave an **introduction to PRG**.

We had a tremendous response from patients wishing to join the PRG – many thanks for this.

As space is limited we selected a cross section of patients to join this initial group which reflects our practice population and will represent the interests of our local community. The names of patients who were not included in this initial selection will be retained on file and they have been advised that they will be contacted if space becomes available in the future.

The group meetings will be running alongside a PRG **Virtual Panel** of patients. The first contact by email was sent to this group on 20<sup>th</sup> October. There was a great response to this contact – many thanks to the VP members for this. Where applicable their comments will be fed into this group and they will be sent copies of the minutes following each meeting.

Details relating to the PRG including meeting minutes will be **communicated to ALL patients** in the following ways:

- In the quarterly FMC Patient Newsletter – *refer to the autumn 2011 edition for an example.*
- On the FMC Website – [www.fountainmedical.co.uk](http://www.fountainmedical.co.uk)
- In a PRG folder available from the reception desk.

## **Developing the Patient Survey Form**

A draft copy of a new ‘**GP Practice Patient Survey form**’ was discussed and the group were asked to give their comments on the content. Lots of good ideas were given which will be incorporated in the revised form where possible.

It will be distributed shortly and the results will be discussed at the next PRG meeting.

## **Any other business**

The group felt that the 1 hour allocated for this meeting was insufficient. Future meetings will therefore be 1 hour 30 minutes and any ‘handouts’ will be posted out to individuals prior to the meeting. It was agreed that a good time for everyone to attend future meetings was 6pm to 7.30pm.

It was agreed that *Patient Communication* should be discussed in more detail at a future meeting.

Chris thanked the group for attending and asked for their feedback regarding the first meeting. It was confirmed that members were happy with how it had gone and that they felt they were ‘here to work together’.

## **Date and Time of next meeting**

Scheduled for early February 2012 - date to be confirmed shortly.

Time: 6pm to 7.30pm.

Agenda:

- Approval of the PRG *Terms of Reference* document and agreement on a PRG *Mission Statement*.
- Discussion regarding the **Patient Survey Results**.
- If time permits – **identifying specific areas for improvement** (to include in our Patient Involvement Action Plan).