



Meeting Minutes

DATE:	Monday 24th February 2014
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Greenhough – Administrator Apologies sent by Karen Jones – Practice Manager
GUEST	-
PRESENT – Patients	6 patients invited to attend. 5 attended. Apologies sent by: <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

1. Welcome

Karen G welcomed the group to our 10th Patient Reference Group (PRG) meeting.

2. From last meeting

Meeting minutes dated 9th December 2013 (A) were approved by the group.

Dr Stephen Ledger’s retirement on 30th September 2014.

The ‘Special Edition’ Patient Newsletter (B) went out on display in January 2014 (waiting areas and website) and will stay on display until Dr Ledger retires. It includes a photo and article written by Dr Ledger on the front page and photos and special interests of our clinical team on page 2.

The group confirmed they were happy with the newsletter.

Good wishes are already coming in for Dr Ledger. Many patients have also been asking if we are starting a collection for a leaving present they could contribute to. Dr Ledger has advised that he would like any contributions to be made to a LOCAL charity. **Karen J** is looking in to this and will advise patients and start the collection shortly.

The group also suggested starting a ‘comments’ book for patients to write messages in for Dr Ledger.

3. Annual patient survey

Results sheets handed out for discussion by the group(C):

229 survey forms were returned and these have been collated into individual bar charts for each section of the questions asked and a comments summary sheet.

Details will be:

1. Circulated to and discussed with all practice staff.
2. Presented to our Patient Reference Group members in February.
3. Displayed on our practice website and on a notice board in our waiting area.

3 forms were received which contained bad language or reference to individuals by name. The tick box replies on these forms have been included in the results however it was felt inappropriate to include the comments on the summary sheet. The Partners will have access to these comments.

Overall the survey results showed that the vast majority of patients were happy with Appointments, Opening Times, the Surgery and Clinical Care.

The results requiring highlighting are:

- 40% of patients indicated they could not easily get through to the surgery on the telephone.
- 61% of patients had not registered to use on-line services (this was launched in November 2013).

The Patient Involvement Action Plan has been reviewed and updated (see section 4 below) to include sections on access to the practice by telephone and awareness amongst patients of the Patient Access on line services.

JCH – suggested a drop-in workshop or prompt in the waiting area to encourage patients to sign up to on line services.

Karen L said we will look at this but it is not difficult to do with the instructions sheet that is handed out. Also highlighted that any of our elderly patients who do not wish to register can simply carry on with booking appointments by phone or at reception. To date 3% of our patients have registered to use the facility.

Group suggestion – to include an article in the summer edition of our patient newsletter covering results and important ‘take home’ messages for patients. ***Karen G to action.***

Comments re layout of survey form to consider for next year:

Section 5 a)

I found the information I needed on the website. Only had Yes & No tick boxes – if included next time we also need to add a N/A box for people who do not have access to a computer.

Comments section

Discussion took place regarding the fact that some comments made were asking for things that are already in place (e.g. late night opening twice a week, on line facility to book appointments, different ways to order prescriptions etc). All agreed we need to keep communicating these things to patients.

Equality monitoring section

JHa – Move the line on the ‘age’ section down below the 85 and over box as it is confusing.

JHi – relocate the Disabled tick box so it has its own section on the form it is presently included in ethnicity section.

Karen G to co-ordinate above suggestions.

4. Patient Reference Group Administration

- **Terms of Reference Document** – has been updated – next review due February 2015.
- **Patient Involvement Action Plan** – *due for review February 2014*
Draft copy dated 24th February (**D**) discussed and approved by the group. It includes some amendments.
- **Local Patient Participation Annual Report** – *due March 2014*
Draft copy dated 24th February (**E**) handed out to the group. **This will be submitted week commencing 10th March so if any PRG members have any objections to the content please let Karen G or Karen J know before then.**
- **PRG members**
Following our annual review of members we can confirm the following:
Group members: JL, TW, JH & TW have left the group.
We presently have **6** members.
Virtual Panel members: None expressed an interest in attending *group meetings*.
We presently have **26** members.

Combined the PRG member profile continues to represent our practice population.

We continue to actively promote the PRG and to seek additional members. We are however finding that most patients prefer to be part of our *Virtual Group*.

4. Agenda for this meeting

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 30th January 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 Communication

We are now able to send patients **SMS texts** regarding their appointments:

- One at the time of booking to confirm the appointment
- One 48 hours prior to the appointment as a reminder

Patients will automatically receive these unless we are advised they wish to 'opt out' of the service.

We believe this will be a useful reminder for patients and will help the practice to reduce the number of patients who 'do not attend' for their appointments.

Karen L advised that SMS texts will not be sent to patients under 16 years old.

JHi – said it would be interesting to find out if this does improve the 'do not attend' figures. **KG to diary to include in a future meeting.**

FMC Patient Newsletter

The spring 2014 edition will be out on display from next week in waiting areas and on our website **(F)**.

New leaflets

2 new leaflets produced by the Leeds Clinical Commissioning Groups were shown and discussed:

- A guide to choosing the right NHS service in Leeds if you become ill or injured.
- What to do if your **child** is ill or hurt in Leeds – a guide to choosing the right health service.

These are now out on permanent display in the practice.

GC – advised that he had recently used the '111' service and thought it was brilliant. It has had a lot of bad press since its launch but he had a good experience.

Group discussion took place regarding what St Georges Minor Injuries Unit will and will not deal with. Reminder that we have an information sheet at the practice which we compiled following discussions with the unit. Copies available from reception.

Patient Information sheet - 'what you can do to help the practice'

A new 'quick reference' sheet was show to the group **(G)**. The double-sided A4 size sheet includes useful information and key messages from the practice. Copies will be out on display in the waiting area and on the website.

JCH – Include message about phoning for test results after 1pm on front page.

GC – Can we add telephone numbers of accident departments?

Karen G to check / make amendments.

Early diagnosis of Cancer

An article on Bowel cancer has been included in the spring edition of our patient newsletter.

Waiting area displays will be changed from 1st March to include: Skin, Prostate and Stomach & Oesophagus cancers.

The group agreed that an article on SKIN CANCER will be included in the Summer Patient Newsletter

Free Self Management Courses 2014

The group were advised that leaflets and course dates are on display in the practice and all clinical staff have easy access to the information.

JHi - has involvement with this, has spoken to our clinical team about it in the past. She kindly offered to come and speak with staff again if required.

Staffing

Dr Phillipa Barnes will be leaving on the 15th May and Dr Sapna Vadher will be leaving shortly (still to be confirmed will be the end of May or possibly end of June). The practice are presently looking to recruit replacement salaried GPs.

The Partners have advertised internally for new *GP Partners*. Closing date for applications is the end of February. Patients will be updated once decisions have been made.

Update on staff TARGET event held 23rd January 2014

Karen L advised that staff worked in 4 groups and discussed ways of making improvements to how the practice manages:

- GP appointments
- Nurse appointments
- Prescribing
- Home visits and messages

The practice will be carrying out some trials of their ideas over the coming months and will keep patients informed.

5. Any other business

None. Limited time as this was a full meeting.

Date and Time of next meeting: 6pm – Monday 19th May

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