



## Meeting Minutes

<b>DATE:</b>	<b>Monday 3<sup>rd</sup> December 2012</b>
<b>TIME:</b>	4.30pm to 6pm
<b>LOCATION:</b>	FMC Seminar Room
<b>PRESENT – Staff</b>	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Andy Garfitt – ICT Manager Karen Greenhough – Administrator
<b>GUEST</b>	-
<b>PRESENT – Patients</b>	12 patients invited to attend. 7 Attended. Apologies sent by JH & GC. <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*

### Welcome

Karen J welcomed the group to our 5<sup>th</sup> Patient Reference Group (PRG) meeting.

Andy Garfitt was introduced to the group. Andy is responsible for the FMC website and was invited to this meeting to assist with the discussions regarding making improvements to the existing site.

### From last meeting

Meeting minutes dated 17<sup>th</sup> September 2012 **(A)** were approved by the group.

- The Complementary Medicines patient information sheet went out on display from 1<sup>st</sup> October – in our waiting area and on the FMC website.
- Re the ideas regarding how the practice could spend the prescribing scheme savings:  
**Agreed and will be in place shortly** – 1. Emergency pull cords to go in all toilets. 2. A clock for the first floor waiting area.  
**To be taken to the next Partners meeting for further discussion** – 1. An additional wall mounted electronic display board for the waiting area. 2. A TV screen for the reception area. 3. Some funding for the PRG to promote the practice website.
- JH will be speaking to staff about her involvement in the Free Expert Patients Programme Courses (NHS Leeds Community Healthcare) on 11<sup>th</sup> December.
- A revised patient information leaflet for St George’s Minor Injuries Unit **(B)** has been put together.
- Six letters were sent out to PRG members who were not attending these meetings – one patient replied and wished to join the Virtual Panel group.  
One member (who had attended the first meeting and had not been sent a letter at this stage) resigned after reading the minutes disappointed at the decision to remove people.
- 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 9<sup>th</sup> November 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”.

*Replies:*

- Several replies were received congratulating Dr Ledger on receiving his Top Doctor 2012 award.
- The FMC News is very informative and clear as always.

# Patient Involvement Action Plan – Practice Website

Plan dated February 2012. Page 2 – Developing the website

Objective: To improve the content and functionality of the website.

Website address: [www.fountainmedical.co.uk](http://www.fountainmedical.co.uk)

A group 'cloud bursting' session took place regarding how improvements could be made to the existing website. **See Appendix A for further details.**

## Any other business

- The winter 2012 edition of our patient Newsletter **(C)** went out on display from 1<sup>st</sup> December. **The Group wished to record their congratulations to Dr Ledger on receiving his award.**
- Results of a GP Survey **(D)** were discussed by the group. It was agreed that we would concentrate more on discussing the results of the annual patient surveys which the group has input in compiling. *This will be included in the agenda for our next meeting.*
- An introduction to Leeds West Clinical Commissioning Group booklet **(E)** was handed out. Dr Ledger is included on page 10. AR – advised that he had joined the Leeds West Clinical Commissioning Assurance Group. He recently attended the first meeting and will be able to feed any relevant information back to this group in the future.
- The practice will be making alterations to the *first floor* waiting area shortly. The wall between the waiting area next to it will be taken down to create a larger area.
- The group were advised that the practice are looking to recruit a new GP in January for a start date in April.
- A new clinical computer system should be in place from the middle of next year. It will offer much more flexibility on what the practice can offer e.g. patients being able to book some GP and Nurse appointments on-line. BC – suggested that we add a patient note when it goes live regarding the possibility of some teething problems. The practice may approach the PRG (group and virtual panel) members to help them try out the new system once it is in place.
- PJ – Felt that the vast amount of patient literature on display in the waiting area could be more organised. Possibly placed in categories with large signs advising what was where. This could be something the PRG members look at in more detail in the future. KG to diary to revisit this.
- PJ – Discussed his concern about some of our more vulnerable patients trying to collect prescriptions when we were closed for Target afternoons. It was agreed that a poster would be prepared to display on the entrance door in future e.g. In the event of a prescription collection emergency please contact Lloyds pharmacy staff who may be able to offer advice. KG to action.

## Date and Time of next meeting: **6pm MONDAY 11<sup>th</sup> FEBRUARY 2013**

*Agenda to include*

- Review of our Patient Involvement ACTION PLAN dated February 2012.
- Agreement of our Local Patient Participation REPORT which needs to be submitted by 31<sup>st</sup> March 2013.
- Discussions regarding 1. How the PRG group meetings are going. 2. If members would now like to chair the meetings. 3. Recruitment of additional *group* members.
- Discussion/approval of the content of our 2013 annual patient survey form before it is sent out.

Following this meeting 2 further letters were sent out to PRG group members who were not regularly attending meetings offering them the opportunity to join our Virtual Panel group. There are now 10 patients in the group who are invited to the meetings.

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

***Seasons Greetings to you all*** 

## **Appendix A**

### **Ideas on how to develop the practice website**

PJ – suggested that we approach a local university to see if any students would like to assist with improving the layout of our website as part of their project work (website marketing and communication). It was agreed that PJ would approach his godson who may be able to help first and if not KG would approach the universities ready to feed back information at the next PRG meeting.

<b>Website section</b>	<b>Presently includes</b>	<b>Comments / to include ...</b>
<b>Home</b>	Opening times. How to contact us. News feeds down right hand side. Polls section.	General layout to be improved. Add more photos etc to make it <i>'friendlier'</i> . Switch around dynamic & static information. Any 'links' to be shown in blue not orange. Include flashes on home page and up to date topics – needs to be updated on a weekly basis. Remove contact details for tenants – add a new tab for these named Other Services.
<b>Practice Info</b>	Staff. How to find us. Practice Boundary. Facilities. Practice profile. Patient surveys.	Staff – add photos, brief details, and special interests for each GP, Nurse & Manager. Map of how to find us – PDF version. Facilities – update photo? Add GP general availability / holidays. Add about direct access to midwife.
<b>Diagnostic Services</b>	<i>Services provided by Fountain Medical Diagnostic Services:</i> Endoscopy. Cystoscopy. Sigmoidoscopy. ENT.	Remove this and add a link to their own site.  Partners need to be asked if this is possible. KJ/KL to action.
<b>Patient Information</b>	Web links. News feeds. Polls. Patient Newsletters. Useful Information. Patient Reference Group. Vulnerable Adults.	Add <b>more</b> links and make the explanation line of what it is linking to as clear as possible (e.g. links to info on Leeds Clinical Commissioning Group / Free expert patients programme / choose well booklet / Health through warmth initiative / Minor Injuries units / local service guide for people living in Leeds <a href="http://www.wellbeingleeds.com">www.wellbeingleeds.com</a> / etc). Do News feeds need to be showing here – it is duplicated information?

<p><b>Patient Information</b> <i>continued</i></p>		<p>Newsletters – only show each new edition plus 3 previous copies not <i>every</i> edition. Useful information – needs to be more <i>user friendly</i> and layout needs to be reviewed. Add more information (e.g. look at what is in our patient information folder on display in the waiting area). Segregate information more e.g. for babies / children / teenagers / elderly / men / women. Include information on addiction / weight management / safeguarding children etc.</p>
<p><b>How do I?</b></p>	<p>Communicate with the practice. Register as a patient. Get a repeat prescription. Make an appointment.</p>	<p>Add <i>forms</i> to – make a comment/compliment/suggestion, make a complaint, change of patient details etc.  Join the smoking cessation group – add info.</p>
<p><b>Practice News</b></p>	<p>List of newflash messages (displayed down the right hand side of every page).</p>	<p>This section can be removed – it is duplicated information.</p>