



# Patient Reference Group (PRG)

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

## Meeting Minutes

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|------------------------------------|--|
| <b>DATE:</b>                       | <b>Tuesday 6<sup>th</sup> September 2016</b>   |
| <b>TIME:</b>                       | 6pm  |
| <b>LOCATION:</b>                   | FMC Seminar Room   |
| <b>PRESENT – Staff</b>             | Dr Karen Logan – GP Partner<br>Karen Jones – Practice Manager<br>Karen Greenhough – Administrator  |
| <b>GUEST(S)</b>                    | Interpreter for SG   |
| <b>PRESENT – Patients</b>          | 13 patients invited to attend. <b>10 attended.</b><br>Apologies sent by: JH<br><i>For confidentiality reasons patient names will not be shown on the minutes</i> |
| <b>Minutes taken /prepared by:</b> | Karen Greenhough   |

*( ) letters shown in brackets relate to handout pack sheets*

### 1. Welcome

Thank you to group member SI who volunteered to chair this meeting.

This is our **20<sup>th</sup>** Patient Reference Group meeting.

### 2. From last meeting

Meeting minutes dated 10<sup>th</sup> May 2016 were approved by the group.

### 3. Agenda for this meeting

#### PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 16<sup>th</sup> February 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 comments received back for this meeting.

#### FMC Patient Newsletter – autumn 2016 edition (A)

Now on display in the waiting areas and on our website.

The group were asked to feedback any comments they had about the layout/content of the newsletters.

ST – felt it would be useful to add the role of any new starters. This could be broken down to clinical or administration.

For the names listed in the autumn edition of the newsletter:

Clinical: Christine Cartwright

Administration: Stacey Smith, Helen Ferry, Debbie Daniels and Sarah Skinner.

All – felt it was important to continue to add the cancer articles as they act as regular reminders to patients of the importance of early diagnosis.

## **Early diagnosis of Cancer**

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

An article on Testicular Cancer has been included in the autumn edition of our patient newsletter.

We have now covered: Bowel, Skin, Breast, Prostate, Children's/teenage cancers, Lung, Ovarian, Head & Neck, cervical and testicular cancers in our quarterly patient newsletters.

AR – felt it would be good to include some articles of 'positive' messages. All agreed.

SP – offered to write an article on his own experience to include in the winter 2016 edition. He will email this to Karen G once completed.

Karen J – suggested we add how many referrals the practice is making.

Karen G – advised that there are now 2 new leaflets displayed in the waiting area cancer carousel unit:

- Be child cancer aware ([www.bechildcanceraware.org](http://www.bechildcanceraware.org) )
- Your urgent referral explained ([www.cruk.org](http://www.cruk.org))

The above information will be included in future additions of the patient newsletter.

## **The NHS Friends and Family Test (FFT)**

*From the 1<sup>st</sup> 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 May/June/July (B) 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?**

May – 33% extremely likely / 67% unlikely (3 responses received)

June – no responses received

From July 2016 patients are now contacted by SMS following attending for an appointment. This should result in much more monthly feedback from patients.

July – 80% extremely likely / 14% likely (51 responses received)

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

May – 33% very good / 67% fairly poor

June – no responses received

July – 61% very good / 28% n/a

The monthly results are published on the NHS Choices website [www.nhs.uk](http://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).

Group discussion -

It was felt that poor results in May were in response to the Dr First appointment system which has since been amended.

July results had improved. Good to have a better picture now more feedback being received.

SI - had experienced a problem with replying – came back not delivered / did not have a country code. The practice will look into this.

JH – these questions could be included in the annual patient survey the practice carries out each January.

### **Care Quality Commission inspection - update**

The practice will be given 2 weeks' notice prior to a visit (which will be the first) and are as prepared as they can be! This could be anytime but CQC have advised that it may be delayed until December.

A CQC booklet 'What can you expect from a good GP practice' (C) is now on display in the waiting area.

## **Accessible Information Standard (communication support needs)**

Lots of work has taken place to ensure the practice complies with the standard.

A new patient form is on display **(D)** so patients can easily advise the practice of their needs.

Information is now displayed on our website, in the Autumn edition of the patient newsletter, in our practice leaflet and in the waiting area.

At the last meeting SG felt training was important so that staff understood how to deal with patients. She offered to assist the practice where necessary and is attending a meeting to speak with staff on 20<sup>th</sup> October.

## **Engage magazine (E)**

Free magazine produced by Leeds West Clinical Commissioning Group. Copies are on display in our waiting areas.

Patients can request to receive a regular copy of the magazine by emailing [commsleedswestccg@nhs.net](mailto:commsleedswestccg@nhs.net) or calling 0113 84 35470.

AR – suggested an easier way is to [#leedswestccg/engage](https://twitter.com/leedswestccg/engage)

## **Appointment booking system - update**

As of 1<sup>st</sup> July the system was tweaked yet again

- Patients now have the choice of face-to-face or telephone contact with GPs
- It is still on the day booking for GP appointments – though at midday patients are able to book early appointments for the following day
- Anything after 4pm will be triaged
- Patients can book in advance for the minor illness practitioner and nurses
- The practice have noticed the 'do not attend' rate starting to creep up
- Clinical staff feel it is more manageable and stress levels have been reduced.
- There is still patient demand for more pre-bookable appointments

Some further changes will come as the practice continues to listen to patient/staff feedback.

SG – advised that when she recently accessed the practice website it had some incorrect information on it regarding opening hours. *The practice checked this after the meeting and all information is correct. We wonder if in error SG was looking at The Fountain Medical Centre, Sherwood Avenue, Newark which is easily done?*

The practice website had recently been hacked! Security has been further heightened.

## Staffing Update

- For health reasons Dr Alison Best has decided to resign from her work at the practice. She will not be attending work but will still be involved in the practice until 30<sup>th</sup> September 2016.  
As of the 1<sup>st</sup> October patients registered with her will be allocated another GP who will have overall responsibility for their care.  
If any of these patients wish to specify who they would prefer their named GP to be please let us know and we will do our utmost to accommodate the request.  
Dr Best has worked at the practice since February 2000 and we are sure that her patients will join the Partners and staff in wishing her the very best for the future.
- Dr Bryony Mathews is no longer a Partner. She remains at the practice as a salaried GP.
- Over the coming few years some GP Partners will be looking to reduce their sessions within the practice. As soon as we have further details we will let patients know.
- Looking to recruit 2 whole time equivalent GPs.
- Senior Partner Dr Daniel Hurwitz is now working 1 ½ days a week – all day Monday and Tuesday morning.
- Dr Karen Logan is now working Tuesdays/Wednesdays/Thursdays.
- Dr Kay Jones is on maternity leave – returns Jul/Aug 2017.
- Dr Lee Cuthbertson will return from maternity leave in November.
- We now have a number of GPs working here on long term agreements – Dr Crosland, Dr Helme, Dr Mcmanus, Dr Manzoor and Dr Samara.
- Presently a shortage of nurses due to long term sickness. The practice is managing this and hopes it will be resolved shortly.
- A physiotherapist has been recruited. The group felt this was a really good idea.
- Presently recruiting for a clinical pharmacist.
- 2 new receptionists have been recruited recently. The practice is looking to recruit 2 more.

## 5. Patient Reference Group Administration

We presently have **13** group members and **47** virtual panel members. The combined group is representative of our practice population (see note below regarding young mums).

We continue to welcome new members to the group.

## **The role of the PRG includes:**

- Being a critical friend to the practice
- Advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice
- Organising health promotion events and improving health literacy
- Ongoing communication with the patient population

## **PRG members**

The group does not have representation from young mums. We will look to actively recruit.

Group ideas -

Ask for assistance from our midwives/health visitors/Morley south children's centre, display poster on 'baby' notice board in waiting area, add to next edition of FMC News, poster to go in the library.

## **Free 'Patient Participation Groups' training**

Update from Jayne Garnett to apologise to the group for the delay in arranging this. Leeds West CCG will be tailoring the 3 hour session they now offer to a more manageable 1 hour and hope to have that ready in the near future.

Our group is first on their list to provide the training to once it is available.

## **LWCCG promoting PRGs**

Thank you to ST and SI who were involved in a video produced by Leeds West Clinical Commissioning Group for their PRG awareness week which started on 6<sup>th</sup> June.

SG also volunteered to be involved but sadly there were problems with finding a sign language interpreter for the filming date. Apologises to SG - she will be invited to be involved in future projects.

## **6. Any other business**

AR – is attending an away day arranged by Leeds West Clinical Commissioning Group. He will keep the group updated as to what is taking place.

JH – thought it would be good to display where disabled toilets were located in the building. Karen G will action this.

JH – advised of the Leeds South & East food bank. The practice will look to advertise this service to both staff and patients.

The practice will be running this year's 'flu days' on 27<sup>th</sup> September and 18<sup>th</sup> October. The group were asked for volunteers to be in reception to hand out/promote on line access. An information sheet is attached for members to advise if they are available.

## **7. Date and Time of next meeting: 6pm – Tuesday 29<sup>th</sup> November 2016**

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