



# Patient Reference Group (PRG)

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

## Meeting Minutes

<b>DATE:</b>	Tuesday 22 September 2015
<b>TIME:</b>	6pm
<b>LOCATION:</b>	FMC Seminar Room
<b>PRESENT – Staff</b>	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
<b>GUEST</b>	Andy Garfitt – FMC ICT Manager
<b>PRESENT – Patients</b>	11 patients invited to attend. 6 attended. Apologies sent by: - GC, JH, J C-H & CW <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

Karen J welcomed the group to our 16<sup>th</sup> Patient Reference Group (PRG) meeting.

Introduced new member ST.

We also have another new member CW who has just joined the group but is away on holiday today.

### 2. From last meeting

Meeting minutes dated 19<sup>th</sup> May 2015 (A) were approved by the group. Updates on issues discussed:

#### *A new seat for people to use whilst waiting for taxis*

The bench is now in place and feedback from patients is they are really pleased with it.

#### **Posters for behind toilet doors**

At the last meeting 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 enquired about this and could only obtain these from Leeds Women’s Aid – these are now in place.

Jayne Garnett (Leeds West CCG Project Officer Patient Experience & Involvement) who attended the last meeting has sent a thank you email to all in attendance for being so welcoming and kind.

*The group confirmed that they did not require a copy of the last meetings minutes in their hand out packs in future. If they have any comments to discuss they will bring in the copy sent to them after the last meeting.*

### 3. Update on the practice website [www.fountainmedical.co.uk](http://www.fountainmedical.co.uk)

Andy talked the group through the new layout of the FMC website. He has undertaken a lot of work to upgrade the site and he now has more flexibility to make changes to it.

Showing the site on screen - he discussed the changes and additions.

The group were asked for their feedback:

SI – is there a search facility? Confirmed – yes on every page.

AR – is the site available to anyone? Confirmed yes patients or non-patients can all access the site.

Andy advised that LWCCG are looking at creating a website for all practices in their area to have a standard layout.

AR - said he has been involved with this project. They have conducted surveys and are presently looking at 3 options. He will discuss them looking at our website when he attends the next meeting.

The group were advised that any information displayed in the waiting area now also goes on the website whenever possible.

The practice is looking at the possibility of adding GP timetables to the site.

Lots of links to useful sites now added e.g. NHS Direct, Leeds West CCG, Healthwatch Leeds, St George's Minor Injuries Unit, Leeds City Council, etc.

The health information section continues to be expanded and will soon include information on Leeds Sexual Health, Leeds addiction services etc.

**SI** – do we advertise the website? Confirmed we have a poster in the patient information folders but the practice have purposely not advertised it until the new layout was in place.

Discussion took place about how we now promote the website and on-line services to encourage more patients to use them:

- Regular feature in the quarterly patient newsletters.
- Waiting area display.
- Add a note or flyer in any letters going out (e.g. flu invitation letters).
- Add section in practice leaflet and patient information sheets.

**SI** – Asked if it would be more cost effective to email flu clinic invitation letters each year rather than mailing out by post? Confirmed that the practice sends letters to an organisation to mail-merge out the letters. The current wording already fills the A4 size page and to add anything further would incur an additional cost to the contract. The practice is now actively adding patients email addresses to its records so this may be an option in future years.

**SP** – asked how to update the practice with a new email address. This can easily be done via the practice website or handed in at reception.

#### **\*\*\*Upgrade to the practice telephone system\*\*\***

The upgrade to the new telephone system should be in place by end of October.

Will then be able to have menu system, welcome message etc. **Group asked to think about how they would like the system to operate?**

**All** – agreed fewer 'menu options' is preferable.

The upgrade will allow the practice to monitor waiting times, call failure etc. which should assist them to plan how the telephones should be manned.

## **4. Agenda for this meeting**

### **FMC Patient Newsletter – Autumn 2015 edition (B)**

Is now on display on the practice website and in the waiting areas.

**SI** – the wording on the front of the newsletter regarding contacting Lloyds Pharmacy in an emergency could be made clearer. This will be amended for future editions.

### **PRG – Virtual Panel Members**

An email was sent to all Virtual Panel members on 3<sup>rd</sup> September 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 report this time other than LT asking if it would be possible to attend a group meeting sometime as may be able to help out with things. Response is yes just to let the practice know when wishing to do this.

### **Early diagnosis of Cancer**

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

An article on Ovarian cancer has been included in the autumn edition of our patient newsletter.

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

*Cervical, testicular and pancreatic cancers will be covered in future issues.*

## **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 and August 2015 **(C)** 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 2015 – 100% said extremely likely (13 responses completed)

June 2015 – 89% said extremely likely / 11% said likely (18 responses completed)

July 2015 – 50% said extremely likely / 50% said unlikely (2 responses completed)

August 2015 – 100% said extremely likely (2 responses completed)

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

May 2015 – 77% said very good / 15% said fairly good / 8% said very poor

June 2015 – 56% said very good / 33% said fairly good / 5% said neither good nor poor / 6% said fairly poor

July 2015 – 100% said very good

August 2015 – 50% said very good / 50% said fairly good

Overall all really positive comments received.

Only negative one was “Every time I come to see the doctor I never get seen until about half an hour after my appointment as they are always running late. Even waiting in the pharmacy for prescriptions takes a very long time and this isn’t good enough if I have somewhere else to be”.

We do not know the reason for the wait for the GP as the responses do not have a name./date on them. However if any patients feel a specific GP is running late they should advise the Practice Manager.

The practice has no control over the service provided by Lloyds Pharmacy as they are only tenants in the building and not linked to the GP practice. Patients may collect their prescriptions from any pharmacy of their choice.

It was highlighted that FFT results can look distorted when only a couple of responses are received in a month.

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).

## **Private Fees charges**

A patient complaint had recently been received that a list of private fees charges were not out on display (i.e. the fees for services which are not provided under the NHS contract).

This was correct so the practice has now rectified it by producing and displaying a list in the waiting area and on the website **(D)**.

## **Patient leader programme**

NHS Leeds West CCG has asked that we circulate information to all our PRG members regarding the recruitment of people to be on their patient leader group. **(E)**

## **Staffing Update**

- GPs Dr Kay Jones and Dr Jenny McAlpine are both now working as part time salaried GPs.
- Nurse Alex Davies is starting 28<sup>th</sup> September to replace Sister Yasmin Aslam who has left for pastures new.

- A new position has been created for a full time Minor Illness practitioner. Anthony Aning-Brown is starting at the end of November.
- Dr Cuthbertson will be on maternity leave from 29<sup>th</sup> December. The practice will be looking for locum cover during her absence.
- Dr Hurwitz is looking to retire. This will be staged - he will have 6 weeks off next summer then return to do 3 clinical sessions per week.

SP – mentioned the vast number of houses being built in the area. Response is that this is a massive worry for the practice. A meeting with NHS England has already taken place to discuss this. The practice has 17,100 patients at present but they are not allowed to close their list. Many new patients continue to register both from the new homes and ones wishing to transfer from other GP practices in the area.

#### \*\*\*\*NEW \*\*\*\* **Doctor First telephone appointment system**

As we now have a full team of GPs we can launch the ‘Doctor First’ appointment system:

*The surgery will have a new service that will help you to get the appointment you need, when you need it.*

*If you want advice about a health problem, you can now have an appointment by telephone and speak directly to your doctor by phone on the day that you call. You can use the telephone appointment service for urgent and non-urgent health problems.*

Information leaflets (**F**) will be available. Active communication with patients regarding the new system will take place shortly.

**Staff will be promoting it from 2<sup>nd</sup> November. Launch date scheduled for Monday 16<sup>th</sup> November.**

JH – asked if the Nurse Practitioners would be involved? Jayne Dalziel our advanced nurse practitioner will be.

AC – asked if the practice would have enough receptionists to deal with the changes? Initially yes and when we have some feedback on how it is running this can be reviewed.

Chronic disease clinics etc. will continue to run as they do now.

## **5. Patient Reference Group Administration**

We presently have 11 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.

The practice has received confirmation that the PRG had fully achieved their objectives for 2014/15.

**Many thanks to all members who have supported the group and contributed towards this achievement.**

#### **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

Our PRG poster has been updated to include the above information.

## **6. Any other business**

AR – advised he is actively involved and continuing to attend meetings run by NHS Leeds West CCG.

## **7. Date and Time of next meeting: 6pm – Tuesday 1<sup>st</sup> December 2015**

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