



Meeting Minutes

DATE:	Tuesday 10 th May 2016
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Karen Jones – Practice Manager Karen Greenhough – Administrator Ciara Kelly – Medical Receptionist Apologies - Dr Karen Logan
GUEST(S)	Sign language interpreter - Heather
PRESENT – Patients	14 patients invited to attend. 9 attended. Apologies sent by: JB / ST / CW <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes taken/prepared by:	Karen Greenhough

() letters shown in brackets relate to handout pack sheets

1. Welcome

Karen J welcomed the group to our 19th Patient Reference Group (PRG) meeting.
Welcomed new member EP.
Introduced Ciara to the group.

2. From last meeting

Meeting minutes dated 10th March 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 16th 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”

Replies received from: **PJ & SD** (regarding new appointment and telephone systems). These were discussed in relevant sections of the agenda.

FMC Patient Newsletter – Summer 2016 edition (A)

Will be on display in the waiting areas and on our website.

The summer edition is going out a little early (normally 1st June) as it includes information about the practice no longer closing on Wednesday lunchtimes.

Early diagnosis of Cancer

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

An article on Cervical Cancer has been included in the summer edition of our patient newsletter.

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

It was agreed an article on testicular cancer will be included in the Autumn 2016 edition.

We will cover Pancreatic cancer in the Winter 2016 edition then revisit some of the most common cancers already covered in past editions at appropriate times (e.g. in line with national campaigns)

The NHS Friends and Family Test (FFT)

From the 1st 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 March and April **(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?

March – 80% extremely likely (5 responses received)

April – 50% extremely likely (4 responses received)

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

March – 80% very good

April – 25% very good 25% Fairly good 25% Fairly poor 25% Very poor

Discussion: It was felt that the new appointment system was affecting responses.

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, 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).

Patient Survey 2016

The survey was carried out 8th to 26th February. Results were posted out to all group members prior to this meeting and emailed to all virtual panel members on 21st April.

Discussions took place regarding the results:

SI – Felt comments querying opening times were from patients who did not use the practice often.

SP – New appointment and telephone system still new – too early to make much of this survey. Mixed bag of comments. Felt next survey will give a better idea of patient feedback.

AC – Has used the appointment system quite a lot. It is better now than at the beginning. Had telephone consultations and was really happy with these.

SG – Telephone consultation ok if you know what is wrong with you – otherwise want to be seen by a GP.

SP – Had used the system once. Problem solved without an appointment.

SI – You have to be ill on a day you are at home if working away. Ongoing conditions a problem area.

JHa – Overall it looks like workers find system more difficult.

SI – Workers have problems regarding confidentiality of a GP calling when they are at their desk.

JHi – Her neighbour had discussed this issue with her also saying it was a problem.

If a GP is advised when they phone back they would stop the conversation and agree a more suitable time to be in contact.

The patient survey results are on display in the practice waiting area and on the website.

Practice closures

With effect from 4th May 2016 the practice no longer closes between 12.30pm and 1.30pm on Wednesdays.

Patients will be advised of this on the practice website and in the Summer edition of the patient newsletter.

The Leeds West Clinical Commissioning Group (LWCCG) felt it was a risk to patients when they could not access the practice during these closure times.

Time for administration staff meetings/training will be reduced but this will be incorporated into the monthly TARGET closure times which will remain as they are (normally one Thursday afternoon each month).

Discussion – the group felt it was a shame that staff were losing their time for meetings and training.

Use your Pharmacy First

Ciara discussed information **(C)** with the group. This will be actively promoted by the practice over the coming months - on website / waiting area display / hand-out information cards.

Information is included in the Summer edition of the patient newsletter.

The practice is just promoting this service. Pharmacies have their own documentation and patients would sign agreements with them.

Lloyds Pharmacy located in this building are involved.

SI – May be an idea to promote this service in the lobby area.

JHa – Is everything free? *Only to patients who are already entitled to free prescriptions.*

Care Quality Commission inspection - update

The practice are still preparing for an inspection. They will be given 2 weeks' notice prior to a visit. This could be anytime but CQC have advised that it may be delayed until September.

Accessible Information Standard

A sheet **(D)** was handed out to PRG members for their information.

The practice fully supports the standard and is presently working on ensuring this is in place by the required date of 31st July.

There is a lot of work to be done to prepare protocols and provide staff training. The practice is presently sharing ideas with other practices who have already undertaken some of this work.

Patients will be informed via our website, patient newsletter, practice leaflet etc.

SG – felt training was important so that staff understood how to deal with patients. She offered to assist the practice where necessary if required.

AR – What happens now?

An alert is added to patient notes. Interpreters are arranged when necessary.

Doctor First telephone appointment system - update

Patient viewpoint

See comments in Patient Survey and results in Friends & Family Test section.

It is like Marmite – some patients love it, some hate it!

Practice viewpoint

GPs are struggling with demand and are under stress. One GP is on long term sickness leave. The Partners feel they have a duty to protect the safety of their staff.

An action plan is being put together and the system continues to be reviewed.

There will be some changes shortly which will include part telephone contact and part pre-bookable appointments. Some pre-bookable appointments will be available (including on-line); some early nurse appointments will be available,

The practice list size is now over 17,400. Serious concern to the Partners and this has been highlighted to Leeds West Clinical Commissioning Group and NHS England.

There may be changes to the locality groups in line with the Prime Ministers Challenge Fund – More joined up CCGs in a region. Patients will have the opportunity to access a GP 7 days a week. Some of this service will be led by locum GPs. The practice will keep patients updated of any changes.

Please note:

The introduction of the new appointment system has not affected the Named GP for every patient.

GP call-backs to patients are made via the internet and incur no cost to the practice.

Telephone system - update

All initial problems following the installation are now resolved and the system is stable.

Changes have just been made to the menu options following patient feedback:

- For appointments and home visits press 1
 - For prescription queries press 2
 - If you have a query about a recent referral press 3
 - For test results, transport booking and insurance reports press 4
- or*
- Press 0 to speak to a receptionist

SG – felt the speaking on the message and menu options would be better slowed down.

The practice will amend this.

The practice will continue to make changes as necessary following patient feedback and business requirements.

Staffing Update

- 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.
- Dr Kay Jones will be on maternity leave from July.
- Dr Ali Best is away on sickness leave.
- 3 new members of staff are joining the team:
 - 1 medical secretary (to replace Kim who has retired)
 - 2 new additions to the medical receptionist team.
- Practice looking to recruit 2 whole time equivalent GPs. Also considering recruiting a pharmacist and physiotherapist

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

From last meeting:

Although the practice would be delighted to retain PRG members for another year, out of courtesy they feel they should ask if anyone wishes to stand down - including group and virtual panel members.

If yes, please advise Karen J – by letter, telephone (0113 2951611), or email (karenjones10@nhs.net).

No responses received.

We need to check if we presently have representation from **YOUNG MUMS**. **If any Virtual Panel members fall into this category please could they let Karen Jones know.**

If we do not have representation we will look to recruit.

SI – has agreed to chair the next meeting. Karen G to forward an agenda sheet prior to the meeting.

PRG – ‘You said / We did’ summary

In preparation for our CQC inspection we have summarised items that the PRG and practice have covered since the launch of the group in November 2011 **(E)**

A copy will be placed on the PRG notice board in our waiting area and on the practice website.

Free training for PRG members

LWCCG provides free training for PRG members. Information sheet **(F)** was discussed.

Dates this year for PRG training are – Thursday 16th June / Thursday 8th September / Thursday 8th December

ALL members were interested if the training could be held at our practice. Karen G will speak to LWCCG about this and let the group know. It was felt the training session should be in addition to the quarterly PRG meetings.

JHi – felt virtual panel members should also be invited to attend.

LWCCG promoting PRGs

LWCCG have advised that they are running a PRG awareness week starting 6th June.

They would like to film a few of our group members to promote PRGs and to use for assisting practices who are not presently running successful groups.

SI / SG / ST would be happy to do this. Karen G will inform LWCCG and get back regarding the details.

It was agreed that Karen G would include a questions sheet in with these meeting minutes so all members can have the opportunity to give feedback.

6. Any other business

AR – The LWCCG training sessions are very good. The team have been invited to London to present to NHS England who are considering rolling out to other regions.

AR – There may be some re-structuring to the way the LWCCG operates. Patients will be advised if changes take place.

7. Date and Time of next meeting: 6pm – Tuesday 6th September

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