



Meeting Minutes

DATE:	Tuesday 1 st March 2016
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
GUEST(S)	Sign language interpreter
PRESENT – Patients	14 patients invited to attend. 9 attended. Apologies sent by: JH / CW / EP /AR <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 18th Patient Reference Group (PRG) meeting - including the new members who have joined us between September and today.

2. From last meeting

Meeting minutes dated 1st December 2015 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:

JMcG & PJ – regarding new appointment system – *see page 3*

JM – regarding Facebook comments – *see page 2*

ST – various including appointment system and reassuring patients of confidentiality with the receptionists.

Confirmed all staff do follow a strict code of confidentiality.

FMC Patient Newsletter – Spring 2016 edition (A)

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

Early diagnosis of Cancer

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

An article on Head & Neck cancers has been included in the spring edition of our patient newsletter.

We have already now covered: Bowel, Skin, Breast, Prostate, Children’s/teenage cancers, Lung, Ovarian and Head & Neck cancer in our quarterly patient newsletters. It was agreed an article on CERVICAL cancer will be included in the Summer 2016 edition in line with a national campaign which is running.

Testicular and pancreatic cancers will be covered in future issues.

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 December 15, January and February **(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?

Dec 15 – No forms received

Jan 16 – No forms received

Feb 16 – 73% extremely likely or likely to recommend. (11 responses received)

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

Dec 15 – No forms received

Jan 16 – No forms received

Feb 16 – 55% very good. 9% fairly good.

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).

Group discussion – found it difficult to view B+W copies of the pie charts. This will be addressed for the next meeting – look at either in colour, amending the pie charts or possibly to show as bar charts.

Facebook comments from ‘Morley Folk Group’

The group were shown many positive comments recently posted on the site **(C)**.

Karen L: said there had also been some unfavourable comments posted by a couple of people. This was difficult but the practice decided it was not appropriate to post a response.

Group discussion - People more likely to make negative comments when they are unhappy with something - but this may then make others want to add positive responses – over time positive comments should prevail. PRG members may wish to add comments to the site themselves.

Could we remind everyone that comments can also be posted on the NHS choices website.

Patient Survey 2016

The survey was carried out 8th to 26th February. Forms were circulated to various different groups of patients – including all PRG members.

Results will be collated and ready for discussion at the next meeting.

Your local health services – new booklet

Produced in October 2015 by Leeds West Clinical Commissioning Group. Copies are on display in the waiting area **(D)**. Note the article about joining your local PRG on page 15.

Accessible Information Standards

The new Accessible Information Standard was agreed by NHS England on 24th June 2015. This aims to make sure that disabled people have access to information that they can understand and any communication support they may need.

All organisations that provide NHS or adult social care must follow the Accessible Information Standard (by law) in full by 31st July 2016.

This practice fully supports the standards and is presently working on ensuring this is in place by the required date.

SG – offered to assist the practice with this if required. She was aware of the new standards but not sure they will be followed by all organisations.

Care Quality Commission (CQC) update

The practice are continuing to actively prepare for an inspection visit. The deadline for all practices to be inspected has been extended to September 2016.

The PRG members who previously volunteered to assist with appearing in a 'short clip' are still happy to do this.

Doctor First telephone appointment system

The launch of the new system has been (and continues to be) actively promoted in the practice and on the website. A5 leaflets are available regarding how the system works and some most frequently asked questions.

Karen L – advised that the launch in November proved very hard for both GPs and reception staff. The external company who were assisting had completely underestimated patient demand.

Initially GPs were working 12 hour days handling 90 phone calls each. This proved exhausting and was not sustainable. GP holidays and sickness absence also add to the pressure. Many crisis meetings have been held and it will be discussed further at the practice annual business planning afternoon on 17th March.

Staff now seem to be coping better and GPs are becoming more confident with what has been a total change in how they work.

The system does work but may still need tweaking. Once decisions have been finalised patients will be fully informed and information displayed in the practice and on the website.

SG – highlighted some issues she had with the system as a deaf patient, which were discussed.

New telephone system

The new system was installed at the practice on 25th February. Everything was fully tested by the engineers and left as working on the Thursday evening. Unfortunately when the practice opened on Friday morning the system was not taking incoming calls. Engineers were on site all day and the system is still running on business continuity mode until the issues are fully fixed. The priority now is to get the system working properly as it should and the practice are in serious discussions with the company who supplied it.

The Partners apologise for any inconvenience this may have caused for patients.

Staffing Update

Dr Kay Jones will start her maternity leave in August.

Dr Lee Cuthbertson is due to return from maternity leave in October.

Dr Hurwitz will be taking a month off in August.

Lucie Pyrah finishes her prescribing course shortly – she will then be a fully trained Advanced Nurse Practitioner.

SI – advised he had seen Minor Illness Practitioner Antony and was really impressed. His experience of how the new appointment system works could not have been more efficient.

5. Patient Reference Group Administration

We presently have **14** group members and **47** virtual panel members. The combined group is representative of our practice population.

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

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

Annual review of PRG terms of reference (E)

The group were asked if they would like to take over chairing the meetings and taking meeting minutes. A few members were interested in sharing the taking of some of the meetings. It was agreed Karen G should continue to take the minutes.

If any group members who were not at this meeting wish to volunteer please let Karen J know.

Annual review of Patient Action Plan (F)

1st March 2016 updates were handed to the group.

Please refer any comments regarding the content to Karen J.

The updated plan (and terms of reference document) will be on display in the waiting area and on the website.

PRG members

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).

6. Any other business

AR (not in attendance at the meeting but had advised by email) – that there is a link to the FMC website from the Leeds West Clinical Commissioning Group website.

JC-H – showed a letter sent to parents from Morley Academy asking them to avoid parking in our car park.

SP – asked for the meeting name cards to show names on the front *and* back. Karen G to action.

SI – advised of a conversation he had with some older patients in the waiting area regarding registering for our online services. They said they didn't have a computer – but did have an iPad. We may need to make it clear that other 'devices' can also be used.

7. Date and Time of next meeting: 6pm – Tuesday 10th May

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