



**Meeting Minutes**

<b>DATE:</b>	<b>Monday 9<sup>th</sup> December 2013</b>
<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>	-
<b>PRESENT – Patients</b>	9 patients invited to attend. 5 attended. Apologies sent by: JH <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

**1. Welcome**

Karen J welcomed the group to our 9<sup>th</sup> Patient Reference Group (PRG) meeting.

**2. From last meeting**

Meeting minutes dated 9<sup>th</sup> September 2013 (A) were approved by the group.

Karen L – regarding the issue of booking double appointments for GPs & Nurses. This was discussed at a Partners meeting but is not something that can be offered at present. It is to be discussed again shortly as we are looking in our January TARGET for ways we can improve access for patients. The NHS does not currently have the facility to offer 20 minute appointments.

The FMC Twitter account is now up and running: No response – information only @FountainMed

We are advertising this now in our Practice Leaflet and on the front page of all future Patient Newsletters.

**3. Update on Young Persons Project**

The new posters designed by JH & TW were shown to the group (B).

Unfortunately they were not at the meeting but it was agreed that Karen G would contact them to arrange to discuss the project further at a time when they were able to get in to the practice. (If they are going to struggle to make the group meetings they may wish to join our virtual panel group?).

The group were happy for the posters to go on display. Karen G will need an electronic version of the documents from them before this can happen.

JH – asked if there was a minimum age for young people to visit a GP on their own? Karen L advised that no young people would be turned away.

JCH – Felt it was important to get the message out to young people that it is okay to come in.

**4. Care Quality Commission (CQC) – Guide for working with Patient Groups booklet**

The content of the booklet was discussed.

If CQC come to carry out an inspection of the practice they may wish to speak to a member of our PRG.

JCH, AR, JH and GC were all happy to be contacted.

A PRG information folder is held at the practice containing all meeting minutes, action plans, annual reports etc and would be available for them to refer to if required.

**5. Agenda for this meeting**

**PRG – Virtual Panel Members**

An email was sent to all Virtual Panel members on 14<sup>th</sup> November by Karen J 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 include this time.

## FMC Patient Newsletter

The Winter 2013 edition (C) will be out on display this week.

## Staffing

**Dr Lee Cuthbertson** joined our team on 4<sup>th</sup> November. Lee's special interest is in women's health.

**Our Senior Partner Dr Stephen Ledger has announced that he will be retiring on 30<sup>th</sup> September 2014.**

- Dr Ledger's information page in the 'Meet our Staff' folders now includes (in red print) his retirement date.
- A notice is displayed on the notice board in the main waiting area advising of his retirement.
- A note will be displayed on our website from January 2014.

The group were asked for their ideas on what else could be done to communicate this news to all patients:

- It was agreed that a 'Special Edition' Patient Newsletter would go out on display from January 2014 and stay on display until Dr Ledger retires. It will include a photo and article regarding Dr Ledger on the front page and information on all our GPs (including their special interests) on page 2.
- We could place an article about it in a local magazine.
- The article from Dr Ledger in the Patient Newsletter could include some of the changes he has seen during his time at the practice.

## Patient Access

A new information POSTER (D) regarding Patient Access was discussed:

### Welcome to Patient Access

*Patient Access lets you use the on-line services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.*

Following the upgrade of our computer system in July (which allows us to introduce Patient Access) **we are now launching the first stage of on-line services for our patients.**

Further on-line features will follow over the coming months.

From **21<sup>st</sup> November** patients will be able to:

- **Book a selection of doctor's appointments.**  
Same day or appointments over 2 weeks in advance will not be available to book on-line.
- **Book appointments with a health care support worker.**  
For blood tests and blood pressure checks ONLY.
- **Cancel an appointment.**
- **Amend their personal details.**
- **Order repeat prescriptions**

### Patients must first:

- **Come to our reception desk and request to be part of the Patient Access Scheme.**  
*The receptionist will log this request on the computer and hand out a personal registration information sheet.*  
*Please note patients will only be able to make this request for themselves or their children under 16 years old. Other family members will need to arrange their own registration.*
- **Register their account following the registration details provided.**

This information is now displayed in the practice and on our website.

Our *Virtual Panel* Patient Reference Group members were approached to assist with registering on to and testing the new system. All appears to be working well. **Thank you to the members who assisted with this.**

JCH – this facility could be included on the Young Peoples posters as they are likely to want to use it.

## Medication Cost Savings

We have a Pharmacist working with us to help look at the cost of prescribed drugs, and whether any savings could be made to help the NHS budget.

**Paul Wright**

*Medicines Management Pharmacist – Leeds West Clinical Commissioning Group*

Paul will be reviewing all the drugs prescribed by the practice to help us to see if any cheaper alternatives are available, and looking at patient records to check the patient details first.

Once he has consulted the doctors about each change, he will write out to patients whose medications will be changed to a cheaper brand if there is one that does the same thing, or if the number of tablets can be reduced if a stronger dose is available.

If a patient would prefer to not accept the proposed change, they should contact Paul to let him know.

**If patients have any questions at all about this process, Paul is available at the practice on alternative Fridays.**

A poster is out on display advising patients of these details and information has been included in the latest edition of our Patient Newsletter.

AR – advised he is aware of ongoing projects about new drugs. GPs ultimately decide if the drugs are right for their patients.

Karen L - advised that prescribing savings made go back into make further improvements at the practice.

AC – commented that this was a fabulous practice.

## Early diagnosis of cancer – Bowel Cancer

Some information leaflets were handed out regarding Bowel Cancer and NHS bowel cancer screening tests (E). This is topical at the moment and being promoted in the media.

- Leaflets are now permanently on display in the waiting area and notice board displays are in place.
- An article will be included in the next edition of our Patient Newsletter.
- A link to the Bowel Cancer Screening website is now located on our website ([www.cancerscreening.nhs.uk/bowel/](http://www.cancerscreening.nhs.uk/bowel/)).
- Improvements to our staff training and administration systems regarding early diagnosis of cancer have taken place and will be ongoing.
- Patients who have been sent a test kit but not returned a sample will now be sent a follow up letter by our practice strongly encouraging them to do this.

Dr Ledger wished to ask the group for any ideas on how the practice could further improve the Bowel Screening uptake. No further ideas at this stage but we will continue to revisit this subject.

One information leaflet handed out said that ‘After your first screening test, you will be sent another invitation and screening kit every two years until you reach 69 (74 in areas where age extension has already started)’.

AC – asked if this practice is in the age extension area? *Dr Ledger confirmed after the meeting that we are not at the moment but are likely to be within the next 2 years.*

## Patient Reference Group Administration

It is coming up to that time of year again to review/produce documentation regarding the group.

- **Terms of Reference document – due for review February 2014.**  
The group were asked if anyone wished to chair or take minutes for future meetings but they all agreed that they would prefer FMC staff to continue to carry out these roles.  
Document agreed. Karen G to update it in February.  
Members were happy with how the meetings were being run and did not feel any changes were required.
- **Patient involvement Action Plan – due for review February 2014**  
Content of plan discussed. Agreed to add some of the other projects the group are working i.e. Early Diagnosis of Cancer and Young People. Karen G to prepare the update.

- **Patient Survey – due out January 2014**

January 2013 survey form handed out **(F)**.

The content was discussed and it was agreed that some amendments would be made for the 2014 survey. The survey will be carried out in January and the results collated ready for the PRG to discuss/comment on in February.

JCH – asked if the survey would be available on-line? A survey form can be made available on our website this year for patients to print off and complete.

- **Local Patient Participation Annual Report – due March 2014**

Karen G will produce a draft copy ready to be discussed at the next meeting. The results/discussions relating to the Patient Survey will then be added before it is submitted.

- **PRG members**

Although the practice would be delighted to retain PRG members for another year, out of courtesy they felt they should ask if anyone wished 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).

The PRG presently consists of **9 Group** members and **47 Virtual Panel** members adequately representing our patient base.

**If anyone who is presently a Virtual Panel member would be interested in joining the group meetings please could they advise Karen Jones.**

## **6. Any other business**

GC – Asked how improvements to our telephone system were going?

Discussions still ongoing regarding this. Investigations show the system is adequate but that it may need some ‘tweaking’. We continue to have 3 lines open to answer calls in the mornings.

**Staff are now actively asking patients telephoning for their test results in a morning to do so AFTER 1PM.**

AC – advised that she had recently telephoned in a morning for results and now realises how much time it takes up.

JCH – suggested we could add a message to our Jay-X board about this. Also thought that our Nurses could help to educate patients as to when to telephone for results.

**The more we can encourage our patients to use the new Patient Access on-line facility the more we can reduce the volume of telephone calls coming into the practice.**

**Date and Time of next meeting: 6pm – Monday 24<sup>th</sup> February 2014**

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

Seasons Greetings to all 

Please note:

An NHS Leeds West Clinical Commissioning Group Public Governing Body meeting will be held on:

**Date: Wednesday 8<sup>th</sup> January 2014**

**Time: 2.30pm**

**Location: St Peter’s Church, Morley**

**Members of the public are welcome to attend the meeting**