



Patient Reference Group

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

Meeting Minutes

DATE:	Monday 20 th May 2013
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
GUEST	-
PRESENT – Patients	11 patients invited to attend. 9 attended. Apologies sent by: JL <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes taken by:	Karen Greenhough

() letters shown in brackets relate to handout pack sheets

Welcome

Karen J welcomed the group to our 7th Patient Reference Group (PRG) meeting.

TW and JH were introduced and welcomed as new PRG members attending their first meeting. They are both in the young people age category.

From last meeting

Meeting minutes dated 11th February 2013 (A) were approved by the group.

Information regarding appointments for patients: Has been included in the Summer ‘13 edition of our Patient Newsletter (B) which will be on display from 1st June and in a new version of our Practice Leaflet (C) which will be on display this week.

Comments:

Karen L – will take the issue of booking double appointments to the Partners for review. PJ – asked to include this for nurse appointments too. A list of what ‘combinations’ could go together in an appointment could be compiled. Karen L and Karen J to look at this further.

GC – Do nurses have time limits on their appointments? Yes between 10 and 30 minutes depending on the type of appointment.

JH – It would be good to have representation from a member of the nursing team at a PRG meeting. We will look to invite a nurse to attend a future meeting.

Karen L - asked TW and JH if they felt young people see the patient newsletter? They said they didn’t think so and that they had not been aware of it until now. Regarding communication with patients they suggested that Twitter could be a good way to communicate and push information out. Karen J will discuss this further with the Partners and will include their response in a future PRG meeting.

Review of our PRG members:

Karen J looked to recruit further patients to join the group meetings, by contacting patients who were on the waiting list to see if they were still interested (44 years old and under as this age group are not presently represented in the meetings). No replies were received from the contact and none of our Virtual Panel members expressed an interest in attending group meetings.

We are however delighted and thank J C-H for introducing JH and TW our two new members to the group.

Two members have resigned from the group meetings and wish to be included on our virtual panel - BC and PJ (PJ attended this meeting). Karen L expressed thanks on behalf of the practice for their efforts since the launch of the group meetings.

Our PRG now consists of **10 group members and 50 Virtual Panel members**. This adequately represents our patient base.

Our Local Patient Participation (annual) REPORT: was submitted by 31st March as required.

New **‘Meet our Team’ patient information folders for the reception areas** suggested by the group at the last meeting were circulated for their approval. The folders include an Organisational Structure, Patient Charter and information / photographs of all staff working at the practice.

Folders will go out on display in the ground & first floor waiting areas from tomorrow.

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members 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: No specific comments to feed back to the group meeting this time.

Update on our website improvements

Karen J advised that how we proceed with improvements to our website has been discussed at Partnership level. We have now been advised that our web providers can give us more access to make amendments which means Andy (our ICT Manager) should be able to update the site himself.

Basically he can upgrade the site to use a new template (i.e. how the site looks) without changing the "back end" (i.e. how the site works).

The PRG group will re-visit this later in the year as the priority for the practice team at the moment is to deal with the installation of a new computer system. *See below for further details regarding this.*

Once in place this should allow us to do more with our website so it makes sense to leave this project until after the installation.

Any other business

Network for PRG members in Leeds West Clinical Commissioning Group practices

An email received from Chris Bridle (Engagement Lead for Leeds West Clinical Commissioning Group practices) on 3rd May regarding ideas for setting up a network for PRG members was handed out for discussion by the group **(D)**

- Everyone felt it was good to share ideas.
- It was suggested that we could be part of a ‘Virtual Panel’ or a copy of our minutes could be forwarded to Chris for his information following each meeting.
- GC – may be interested in attending meetings on behalf of our practice.

A copy of these minutes will be forwarded to Chris by Karen G for his information.

A new computer system for the practice

A notice is going on display in our waiting areas and on the website to inform patients of what is happening:

(E):

We are upgrading the practice computer system and wish to advise you that **there will be some minor disruption to our service between the 3rd and 12th July whilst the installation takes place.**

We are working hard to minimise the disruption for patients however may not be able to offer our normal early and late appointments during that time.

Staff are receiving training on the operation of the new system but we ask you to be patient and bare with us as we adjust to the changes during the launch period!

Once in place it should allow us to improve the services we are able to provide to patients.

Thank You

The group were asked if they felt the notice/wording was adequate information for patients.

PJ – make the section about ‘minor disruption’ bold print. *Amended* ✓

PJ – Should we look to put this message in a local Morley Newspaper? *KJ to discuss with the project team.*

The new system will eventually allow patients to book some appointments, order prescriptions, access their medical records and receive text messages via our website.

PJ – Is there a timetable for these things to be in place? A project team of staff is set up to oversee the changes. Hopefully texts and ordering repeat prescriptions on-line should be in place within 3 months. Patients will be kept updated as to when things are in place.

Karen J – explained that staff training on how to operate the new system is already taking place.

Staffing

Dr O’Hare will be leaving the practice in July. Existing staff are amending their working hours to cover the role.

Information leaflets

On the new 111 service **(F)** and from the Leeds West Clinical Commissioning Group **(G)** were handed out to the group. Copies of both are on display in the practice waiting area.

Young People

Karen G advised that she is presently working on making further improvements to the service provided for our younger patients.

TW & JH were asked if they would like to work with her on this e.g. to produce a new information folder for Young People to display in the waiting area and to suggest any other ideas they feel would be helpful.

They said some issues which worried young people included being embarrassed, worried about confidentiality and of parents finding out.

Both were happy to be involved and will meet with Karen G shortly to discuss this further then prepare and bring their suggestions to the next PRG meeting to show to the group.

AC – asked if the fact that she was a member of our PRG showed on the computer screen so that staff were aware of this when she spoke with them? Karen J advised no – only patients who were registered as ‘carers’ were identified on screen.

AR – who is a member of the Leeds West Clinical Commissioning Assurance Group updated the group on what had been happening. The Terms of Reference and recruitment process for the group had been discussed and a speaker on Dermatology had attended the last meeting as this contract is due for renewal. The next meeting is scheduled for 22nd May.

Karen L – advised that she is getting married on 11th July. She is undecided at the moment whether to change her surname at work. Patients will be advised of any changes in the next patient newsletter.

Date and Time of next meeting: 6pm - Monday 9th September

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