



Meeting Minutes

DATE:	Monday 24th November 2014
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner (apologies sent – not in attendance) Karen Jones – Practice Manager Karen Greenhough – Administrator
GUEST	-
PRESENT – Patients	8 patients invited to attend. 7 attended. Apologies sent by: MW <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 13th Patient Reference Group (PRG) meeting.

SB-I was introduced who has just joined the group and is attending her first meeting.

A second new member MW has also joined the group but could not attend this meeting.

2. From last meeting

Meeting minutes dated 15th September 2014 **(A)** were approved by the group. Updates on issues discussed:

Changes to our appointment system:

Dr First

Information has been collected but the practice has been informed that they need to be adequately staffed before proceeding further (see page 3 of the minutes for recruitment details). The launch could be in May 2015.

Extended opening hours

Patient survey forms have been out on display at the practice. They have now been sent to Leeds West Clinical Commissioning Group for the results to be collated. No feedback as yet – but we will update once received.

From 5th January 2015 the practice will be opening Monday to Friday 7am to 7pm. Extensive advertising is to take place to inform patients.

All – felt this was an improvement for patients.

GC – will a GP always be available during those times? Response: yes.

SB-I – will patients be able to book 7am appointments? Response: yes 7am appointments will be available. Last appointments will be 6.30pm.

AR – will appointments be available to book on-line? Response: yes.

GC – discussed issue of leaving early/late appointments for people who worked and were not able to attend during the day. Response: the practice do display posters asking patients to be aware of this issue but cannot specifically save appointments if patients are requesting to be seen.

Energy Efficiency

Many thanks to AR for the hints on energy conservation he sent in on 23rd October. The practice energy efficiency team will discuss these in detail at their next meeting and take on board relevant suggestions.

Car Park issues

The Business Manager passes on her thanks to the group for their suggestions on how to tackle the car park being used as a ‘rat run’. The comments have been taken on board and some will certainly be implemented.

New (access for staff and visitors to FMC only) signs are on order and the Business Manager will speak to the school and community police.

JH – could a direction of traffic arrow be put on the tarmac as an additional reminder that there is no exit out of the corporation street gate? Karen G to pass the suggestion to the Business Manager.

Healthy Young People Initiative

This is now up and running at the practice. New Patient Hand-outs & Newsletters **(B)** and lots of patient leaflets are on display. We will be monitoring feedback and may amend the hand-outs if necessary.

3. Agenda for this meeting

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 30th October 2014 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”.

JmG – suggestion regarding GP specialities being displayed for patient information. Response: Photos and information on all clinical staff are displayed in the waiting area (on a notice board and in ‘Meet our Staff’ folders). These should also be on the practice website shortly.

ST – Question about how appointment reminder texts are sent out. Response: This is being looked at.

ST – Question if details of new GPs will be added to patient newsletters. Response: Yes all new permanent GPs will be included. Information on locum GPs will not be added as they are constantly changing.

Patient Newsletter – Winter 2014 edition

Will be in our waiting areas and on the practice website from 1st December **(C)**

Early diagnosis of Cancer

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

An article on **prostate cancer** has been included in the winter edition of our patient newsletter.

We have already covered: Bowel, Skin, Breast and Prostate cancers in our quarterly patient newsletters.

SB-I suggested that an article on **TEENAGE CANCER** be included in the Spring 2015 edition.

Karen G will also investigate what leaflets are available to display in our waiting area cancer carousel unit, add information to the Young Peoples information folder and create a waiting area display for 3 months.

Care Quality Commission (CQC)

Changes regarding how the CQC make inspections were introduced in October. A PRG update sheet was discussed with the group **(D)**.

This practice has not yet been visited - but every practice will have been inspected by April 2016.

AR – Do CQC require self-assessment? Response: no this is not a requirement however an inspection team will ask for certain information to be produced prior to their visit.

FMC Website

The practice are presently working to refresh/update the website incorporating many of the ideas submitted by this group in past meetings. They will present the new look site to the group next year.

Engage magazine

The group were shown the first edition of ‘Engage’ Leeds West Clinical Commissioning Group (CCG) free magazine for patients. It includes interviews, news, events and activities from the local NHS, council and third sector organisations. Copies are on display in our waiting areas. **Patient feedback is welcomed by the CCG see page 13 for details.**

The NHS Friends and Family Test

From the 1st December 2014 the practice will be launching 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.

An information sheet has been produced for patient reference group members **(E)** which was discussed by the group.

AR – Leeds West CCG always advise their assurance group members which practices are actively responding to this kind of information gathering. This practice is seen as being successful.

Staffing Update

Our Senior Partner Dr Stephen Ledger retired on 30th September 2014. He would like to pass on a big thank you to all patients who sent him best wishes, personal gifts and money for his retirement collection. He was truly overwhelmed and very grateful for the wonderful kindness shown to him.

£869.35 was collected and has been donated to the Community Hub facility in the new-build Newlands Primary School in Morley.

Dr Jennifer Moffat joined us as a part time salaried GP in October. Her special interest is in palliative care.

The practice is currently recruiting for the following:

- 3 advanced nurse practitioners.
- A treatment room nurse.
- Additional receptionist hours - for the new extended opening hours taking effect in January.

AC – brought in a newspaper article to show the group highlighting the national problems being reported on. Headline - *500 Docs' surgeries closed in 6 months* (Daily Mirror 4th Nov).

Karen J – discussed the concern that the practice list size (number of patients registered here) is growing. The question of if we can close our list is on hold until next year. Patients from other local practices are moving here - - 100 in the last 4 months - and it is feared this will increase when our extended opening hours commence as other local practices are not doing this.

SB-I – Is there a way to inform patients of these issues? Response: the practice will look at this.

JH – Is the ratio between numbers of patients to staff considered? Response: no.

GC – Is the practice looking at the number of new local housing developments? Response: yes and have made the Clinical Commissioning Group and area team aware of the concerns regarding the possible increase in new patient registrations.

GP Practice Patient Survey – *due out January 2015*

The content of the January 2014 **(F)** was discussed and it was agreed that some amendments (identified after last year's survey) would be made for the 2015 survey.

If group members think of any further amendments please advise Karen Jones by 5th December.

The survey will be carried out in January and the results collated ready for the PRG to discuss/comment on in February.

The survey forms will be on display in our reception area and available on our website for patients to print off and complete.

4. Any other business

AR – highlighted a recent problem he experienced with communication when ordering a repeat prescription.

Karen J – said she would discuss the issue with staff this week so improvements could be made.

JH – Wanted to thank the practice for 'all the times they got it right'.

5. Patient Reference Group Administration

Karen J had not received any requests from PRG member to stand down from the group or transfer from the virtual panel to group meetings.

A new poster has been produced to recruit new **group** members **(G)**. This was approved by the group and will now go on display.

SB-I – asked how many members the group were looking for? Response: we presently have 8 attending group meetings and it was felt 10 to 12 would be ideal.

To be discussed at the next meeting in February 2015:

- GP Practice Patient Survey 2015 results.
- Annual review of Patient Action Plan
- Annual review of PRG – terms of reference
- Annual Local Patient Participation REPORT
- Recruitment drive for group members

6. Date and Time of next meeting: 6pm – Monday 2nd February 2015

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

Season's Greetings to all

