



Meeting Minutes

DATE:	Monday 18 th June 2012
TIME:	6pm to 7.30pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
GUEST	-
PRESENT – Patients	19 patients invited to attend. 6 Attended. <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes taken by:	Karen Greenhough

() numbers shown in brackets relate to handout pack sheets

Welcome

Karen J: welcomed the group to our 3rd Patient Reference Group (PRG) meeting.

From last meeting

(1) Meeting minutes dated 29th February 2012 were approved by the group.

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 18th May 2012 by Karen J. This 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” together with attachments of all the meeting handouts mentioned below.

Meeting handouts

(2) A feedback document from the NHS Assessment Panel advising that we are achieving what is required regarding Patient Participation. **100% achieved - many thanks to you all for your input and support.**

Page 1 - The comments relating to ‘the minutes not reflecting the PRG discussions’ will be addressed by Karen G when preparing future minutes.

Page 2 – A link to ‘the latest patient survey results’ has now been placed in the PRG section of the website.

(3) An updated copy of our **Patient Information Sheet**. These are displayed in our practice waiting area and included in the ‘Patient Information / Useful Information’ section of our website.

(4) A copy of the **summer 2012 edition of our patient newsletter FMC News**. These are displayed in our practice waiting area and included in the ‘Patient Information / Patient Newsletters’ section of our website.

Discussions relating to the Patient Involvement Action Plan

(5) *Re – Plan dated February 2012*

It was agreed that the group would look at the objective on page 3 of the plan in this session – **To ensure that patients have access to information on local alternative therapy services.**

JC: could we look at appointing a sub-committee to work on this objective?

It was agreed that JL will lead on this. Karen J will contact JC-H who was not at the meeting but had shown interest in this objective previously to ask if she would also like to work on it (now confirm that JC-H is happy to do this√). JC offered his support if required. Karen G can help with the administrative side of things if they wish.

The sub-committee will work on ideas and prepare something to show the group at the next meeting. The whole group can feed in their ideas as required.

AR: We need to take care and know the boundaries we can work to.

Group discussions on:

- Alternative therapies not available on the NHS at present.
- Providing and displaying some information/contact details of associations would give all FMC patients some choices to investigate further if they wished.
- Information needs to be factual and cannot favour individuals.
- Include website addresses of associations etc.
- We should consider including wording something like - 'if you are considering alternative therapy please advise your GP'
- Alternative Therapies to look at could include: Reflexology / Hypnotherapy / Acupuncture / Reiki healing / Magnetic therapy etc.
- JL: kindly volunteered to provide a free service once a week at the practice if this was feasible. Karen J to look at room availability, insurance implication etc. and will report back on this.
- We could produce an A4 size patient information sheet or leaflet.
- These could be displayed in a holder in the practice waiting area / on the FMC website / in the patient information folders in reception areas / article to include in an edition of the patient newsletter.

The group discussed sharing telephone numbers if they were to work in sub-groups together.

JH: suggested a sheet with names and telephone numbers on could be sent out to everyone.

Karen G to action - will only include contact details and circulate this sheet to PRG members in attendance at this meeting. **Other PRG members may wish to add their details in the future – but we need to confirm this with individuals.**

Any other business

(6) The **PRG terms of reference document** is due for renewal in August 2012.

The group were asked if they felt any changes were necessary and if they were still happy for the meetings to be chaired and minutes taken by FMC staff.

AC: commented that it was still early days for the group to chair these meetings themselves and would prefer FMC staff to continue to do this for a while.

It was agreed that no changes are necessary. Karen G will update this in early August and amend the review date to February 2013.

PRG members were reminded that they could make the decision to chair these meetings themselves at *any time* in the future.

New computer system

The partners are investing in a new computer system. This should be in place by June 2013 and will then allow us to do a lot more than we do on the existing system e.g. enable patients to electronically book some appointments, order repeat prescriptions etc.

BC: have we considered text messaging?

Karen L: the practice is looking at it – mainly at first regarding reminder texts for patients booked to attend specialist clinic appointments.

Staff news

From July **Dr Ledger** will be reducing the number of appointments he has each week. This will make it more difficult to get an appointment to see him which we understand will be upsetting for some patients, many who have seen him for many years.

We will advertise this in the next patient newsletter and on our website. The group were asked if they felt we should be doing anything else about this.

They felt it was a great honour that Dr Ledger had been appointed on the board of the Leeds West Commissioning Group for the next 2 years – which is the reason for him reducing his workload at FMC. It means that the FMC practice will have a 'voice and influence' on the board which should ultimately benefit patients.

It was suggested that an article and photograph be included in a Special Edition of our Patient Newsletter congratulating him on his role. This article should then lead on to his reduced working schedule and include information on other GPs available / their specialities / if they work full or part time / and what additional duties GPs carry out at the practice.

Karen G will coordinate producing this. AR to proof read it on behalf of the PRG and to make suggestions for amendments if necessary before it is published.

Once produced these details regarding GPs can go on *permanent* display in the practice waiting area and FMC website.

Dr Mathews will be going on maternity leave from the 9th July. Her appointment slots will be covered by a locum GP – Dr Nick Hall.

Patient suggestion form received in dated 25th April

Advising us that at school ‘letting out’ time some people are using our car park to sit in cars and wait for their children. The patient advised that he had seen this several times and thinks it is a regular practice.

As parking spaces are limited the suggestion is to include an article regarding not doing this in our patient newsletter.

Karen J advised that the practice have also experienced problems of parents and taxi drivers using the car park as a short cut to avoid the roundabout and of many children walking through at the start and end of the school day. She advised that she had spoken to the head teacher several times about these issues.

Group discussion:

- Yes – include an article in our newsletter. Karen G to action.
- Could we look to lock the front gates at certain times? It was agreed this was not a viable option.
- We should put signs up in the car park e.g. Parking spaces are for the use of patients **attending appointments in the building** only. Karen J to arrange.
- AR was surprised at the problem and will have a word with someone he knows on the board of the school.
- Could we involve Morley community police? *This may be something to revisit if all other suggestions fail to resolve the issue.*
- Karen L – felt this was the schools responsibility to police not the practices and they should be taking the lead on resolving this.

Karen G will send a copy of these minutes to the patient who made the comment to ensure that he is aware it is being addressed by the PRG.

Also in relation to the car park:

JC: advised that vans delivering items to the pharmacy and taxi drivers often blocked the area by the front door making it difficult to use these spaces.

Karen J: Not sure what we can do about this – but will inform the Premises Manager so he can keep an eye on it.

JH: Asked about who the parking spaces were for (first bay on the left as you come in the front gates) as they had faint markings on them.

Karen J: Confirmed these are for the use of patients.

Comment received in by email on 29th May from a PRG Virtual Panel member

The email contained very positive comments about the practice and included some suggestions we could look at:

- Only regular patients are likely to see notices & information leaflets (this can be covered in our discussions regarding the FMC website – content and promotion of).
- More promotion of our Minor Illness Clinics required (comments as above re FMC website **plus another patient information poster has been displayed in a prominent position on the notice board in the centre of the main waiting area** ✓. **We will also look to include an article in a future edition of our patient newsletter**).
- Display on the outside of the front door details of out of hours options available, phone numbers, walk in clinics, minor injuries unit, emergency departments etc. so that people don't have to walk into the surgery to find out and when the centre is closed the information is there for anyone to

access (These have now been placed in the notice board on the pram shed by the front door
√).

Your local NHS, Your Views

(7) A form and covering letter were handed out relating to the developing of plans and priorities of the Leeds West Clinical Commissioning Group. Forms should be completed and returned by 2nd July 2012 please. Copies of both have also been emailed to PRG Virtual Panel members.

Choose Well booklet

(8) A booklet 'Choose Well – a guide to choosing the right health services in Leeds' was handed out. These are on display in the waiting area for patients to take and are full of useful information, contact numbers etc.

Comments on how the PRG meetings are developing

AC: Really pleased with how today's meeting had gone. Felt that we were now really getting going with issues.

All: Agreed and also agreed that the meeting hand out packs were useful and Karen G should continue to produce these.

Date and Time of next meeting

Scheduled for **6pm Monday 17th September 2012.**

Agenda to include

- Information produced by the sub-committee on Alternative Therapies.
- Looking at the Patient Involvement Action Plan objectives relating to the FMC Website.
(The practice ICT Manager, Andy Garfitt will be invited to attend the meeting).

We are noticing that several PRG members are not attending the meetings. If these people feel they would like to resign from the group (either completely or to be included as a Virtual Panel member receiving emails from us) please could you let Karen Jones know.

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