



Patient Reference Group

Meeting Minutes

DATE:	Wednesday 29 th February 2012
TIME:	6.30pm – 7.45pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Chris Bridle – Patient and Public Involvement Facilitator, NHS Leeds Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
PRESENT – Patients	19 patients invited to attend. 9 Attended. <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes taken by:	Karen Greenhough

Welcome

Chris welcomed the group to our second Patient Reference Group (PRG) meeting.

From last meeting:

Meeting minutes were approved by the group.

Re communicating the PRG to all patients:

- Included in the Fountain Medical Centre (FMC) Patient Newsletter.
- Information regarding the PRG is now displayed on our website under the ‘Patient Information’ section. Copies of all meeting minutes will be displayed here.
- The PRG folder was shown to the group – which is now available on request from the reception desk for any patient to view.

Approval of the PRG Terms of Reference document

Approved – with no changes to the wording of the draft document. The document will be reviewed every 6 months.

It was agreed that the meetings would be chaired by a member of the FMC team (with a view to handing this over to a member of the group in the future). Meeting minutes will be produced and circulated by Karen Greenhough.

Agreement on a PRG Mission Statement

The following wording was agreed:

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

Patient comments left on the NHS Choices website

The group were advised how the website worked and were advised of 2 very negative comments which had been recently posted on there.

Website address - www.NHS.uk

Patient Survey results

The group were advised of the results of the survey which was circulated to our patients in Jan/Feb which overall were very good.

A discussion took place regarding the results and ideas coming from this will assist the PRG members to develop a Patient Involvement Action Plan.

Identifying themes for the Patient Involvement Action Plan

The group were asked to identify specific areas which they felt the PRG should be looking at over the coming meetings. These will now be incorporated into an action plan by the FMC team which will be circulated to the PRG members for approval before being made available for all patients to see.

The Action Plan will be 'organic' and may develop and be amended in the future.

Any other business

Various ideas were discussed which have been listed and will be revisited as we work through the action plan.

Example:

- Display a sign in the practice each week re which days are early/late opening.
- Promote to patients what skills GPs specialise in.
- Create a poster and display in various places to promote the FMC website. If possible add a message about the website on each repeat prescription.
- Consider a display to promote alternative therapies.
- Advise patients about the Fountain Medical Diagnostic Services which are located in the building. Include that they work separately from our GP practice and patients from any practice can be referred by their own GP to them.

Thank you to Chris

A big thank you to Chris from the FMC team and the group members for his assistance in getting our PRG up and running.

Chris will not be attending future meetings as he needs to move on and set up other Patient Reference Groups in the area.

Date and Time of next meeting

Scheduled for 3 months time. Preferably for the members on a Monday or Wednesday evening.

Details to be confirmed at a later date.

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