**PRG Meeting 12th January 2012**

**In attendance**

Mr David James-Bailey – Chairman

Nicola Brynes- Secretary

Sue Atkin - Treasurer

Dr Adrian Cole

June Thomson

Jill Jennings

Mrs Valerie James-Bailey

Mrs Katherine Edge

Miss Beverley Arthur

Mr Craig Hoy

Mrs Lynne Bailey

Mrs Marie Hoyler

**Apologies**

Mr and Mrs Batt

New members joined the PRG meeting and introductions were made to the group. Dr Cole briefly explained the purpose of the PRG.

It was agreed by all members that the previous meeting minutes were correct.

**Results of the Survey and Action Plans**

The results of the Virtual PRG Survey were discussed and this showed that patients were generally satisfied with the appointment system we currently have in place. The results did show a low percentage of patients surveyed did not use the online system.

Lynne Bailey said she preferred the personal touch and people contact rather than use the online booking and said that many older people, who don’t have access or are unable to use a computer, have to use the telephone system to get through to the practice. It was emphasised that face to face contact can in fact be important for older patients, but if more patients used the online service this would free up the telephone for those who have to use this facility.

June Thomson - practice manager, raised a discussion about the text reminder service that the surgery has recently introduced for appointment reminders. There has been a low uptake for this service with the trial period finishing in the next month; therefore it is important that this facility is also promoted.

The different ways that patients can access the available appointments were discussed, i.e. either by telephone or online or coming into the practice. It was agreed that the surgery needs to ensure more patients aware of the online service to cut down the level of calls coming through to reception.

To market these services quickly attach a note to every prescription informing patients of both the online booking and the text reminder service. Another way to inform patients would be via the automated booking in screen a message is set advertising theses services also via specialised clinics, COPD, CHD, Asthma and Baby clinic for families who are often busy and may forget that the appointment has been made; nurses will assist in promoting the text service.

It was suggested by Craig Hoy that we contact MJOG, the text messaging service, to ask if a message could be added to each text to see if patients would like to opt for the services by sending a text message back to the Practice, but it was felt that this could result in patients sending all sorts of requests to the Practice by text and could lead to problems on actioning these requests.

Jill Jennings – senior nurse, discussed the results of the survey regarding the practice Health care Assistants (HCA) and the requirement to raise patient awareness. The practice employs Healthcare Assistants to assist the Practice nurses. The HCA’s are available on a daily basis to provide a wide range of services. One member of the PRG did not realise that we had Healthcare Assistants and was unaware of the phlebotomy clinic on Friday mornings. It was agreed that a poster is needed in reception defining the work of the nurses and HCA’s so patients can make the right choices. Receptionists should also ascertain what the appointment is for so that patients can be booked with the correct member of the nursing team. Mr James-Bailey asked about the possibility of having another phlebotomy clinic as the Friday morning clinic is becoming very popular. June Thomson advised that due to capped funding, this unfortunately is not an option.

**Recruiting for the PRG and virtual group**

Although up take has been good where newly registered patients are concerned, we are still struggling to recruit other patients. It was suggested that Members of the PRG could occasionally come into the surgery on a voluntary basis to raise awareness of the PPG and recruit other members by collecting email addresses of those interested, thus increasing the numbers for the Virtual PRG.

**Other Items**

June Thomson – practice manager, advised the group of the CCG PRG meeting that takes place every quarter held within the Fareham cluster of which there are 10 practices. Members of the PRG are invited to attend these meetings and ideally 2 members from each Practice PRG should attend.

David James-bailey stated that although generally satisfied with the service he receives as a patient, he considers the reception area is not welcoming and suggested some areas may need redecoration.

Beverley Arthur raised the issue of the lighting in the car park and was concerned that the kerbs are not easily visible and present a hazard. It was decided that the Chairman should have a meeting with the assigned practice maintenance person, Dr Jonathan Britt, and discuss the possibilities of the various improvements at the Practice.

Any Other Business

No AOB , meeting was concluded at 1.45 p.m.

The date of the next meeting June 2012 - date to be confirmed