**PRG Meeting 22 September 2011**

**Minutes**

**Attended**

Dr Adrian Cole – GP

June Thomson – Practice Manager

Jill Jennings –Senior Practice Nurse

Sue Atkin – Deputy Practice Manager

Nicola Brynes – Medical Receptionist

Mr and Mrs Batt

Mrs K Edge

Mr and Mrs James-Bailey

Miss B Arthur

**Introductions**

June welcomed everyone to the 1st PRG at Lockswood Surgery, introduction’s were made within the group.

June gave the group brief background information about the surgery, patient list size etc.

**What is the PRG?**

The purpose of the Patient Reference Group DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services changes. We are keen that having patients provide an alternative perspective on relevant issues will enhance the way that the practice will run in the future.

**What is a virtual PRG?**

We are also building a Virtual PRG group to enable the practice to reach a cross-section of the practice profile. There is no limit to the number of patients who form part of a virtual group but the practice is looking to recruit 300 or more patients to the virtual PRG.

All email addresses are confidential and will not in the distribution list when sent.

**PRG Constitution**

See agenda sheet

**Vote in Chair Person/ Secretary/ Treasurer**

* Mr David James-Bailey - Chair Person
* Nicola Brynes - Secretary
* Sue Atkin - Treasurer

These nominees were voted and seconded by the PRG.

**Practice Survey – areas to be covered**

The overwhelming view of the group was to focus the first survey on appointments. The main issues were the times of appointments, both GP and nurses clinics, commuter clinics and the different ways that patients are able to make appointments.

Whilst focusing on this subject we are hoping that the survey will communicate to patients the practice appointment system, the variety of clinics run by the Practice nurses, telephone consultations, and the different options available for making appointments.

It is envisaged that the survey would be going out to patients by late October 2011

The next PRG meeting will take place in the New Year to review the results.

The date for the next meeting is to be confirmed.