**PRG Meeting Minutes**

**Thursday 13 December 2012**

**Attendees**

David James-Bailey

Jennifer Dewhirst

Beverley Arthur

Marie Holyer

Dr Adrian Cole

June Thomson

Sue Atkin

Jill Jennings

Nicola Brynes

**Apologies**

Valerie James-Bailey

**Minutes of the last meeting**

Minutes discussed and agreed considered an accurate account of what was discussed and no amendments were required.

**Findings of Patient Survey**

Patient Survey – November 2012

The surgery recently asked patients to complete a questionnaire based on the current appointment system. There was a good response by the virtual PRG and within the surgery. The results showed that patients still value the ability to telephone for appointments even though the online booking facility is being used by a larger percentage of the surgery’s population. Overall the questionnaire shows that Lockswood Surgery is performing well when it comes to providing appointments.

All members of the PRG felt that we had gone as far as we could with the appointments and after the feedback from the last survey, it was agreed that the appointment system is working for the majority of patients. It was suggested by Dr Cole the next survey should be aimed towards customer service, although areas of the appointment system will still be surveyed , it was thought that the age group of the patients may have an effect on what response they gave therefore include an age range in the next survey .

The online appointment system is set up to only allow patients to make one appointment. The reasons behind this are that we found some patients were abusing the system by making double appointments when not needed. Another issue with allowing patients to make more than one appointment online was family members making appointment for those who didn’t have the online id which went against the data protection act and confidentiality agreement.

The practice is aware that some patients do not realise a consultation time is 10 minutes and may find this is sufficient time to see a GP. Patients can request a double appointment with a GP this can be booked through reception firstly checking with the GP

Online appointments for the nurses are not available because of the amount of different clinics that the nurses have.

June Thomson informed the group that the practice recently received a couple of negative responses from patients on the NHS Choices website. However, this was possibly the result of the November installation of new clinical software EMIS Web. We do intend to comment on these reviews.

The group asked as to whether we have attempted to have the surgery books closed to stop the practice population increase we are in talks with the PCT at present.

The practice up take on the text reminder service is still low, this was put in place to assist with DNA’s, first figures suggest it has not helped to decrease DNA’s . Jennifer Dewhirst raised the point that she had not been receiving her text reminders and David James-Bailey had been experiencing the same. It was determined that patient phone numbers need to be checked and updated and contact needs to be made with MJOG if the problem arises again.

**Cluster PRG Meeting Update**

Beverley Arthur attended the Cluster PRG meeting and found it extremely interesting update on local NHS issues. Fareham Community Hospital is currently being underused so there are initiatives to provide more services. The 111 service will soon be replacing NHS Direct. The Pain Clinic is unfortunately closing with no replacement service. Nurse triage was also discussed and many surgeries have benefited from having this service in place.

**Appointment of New Chairperson**

Mr James-Bailey has decided to resign as Chairperson of the committee due to other commitments. He has enjoyed his time as part of the PRG, listening to the ideas and suggestions of fellow patients, during his time as Chairperson improvements have made to the reception area.

Beverley Arthur was voted to take over as the Chairperson. Beverley Arthur agreed to take the position, Dr Cole seconded.

**Any Other Business**

The external lights outside the surgery were discussed; it has become increasingly difficult to see the end of the path. The security light above the front entrance does help but as you leave the building it takes time for eyes to adjust. June Thomson will discuss the issues with Dr Britt who oversees the H&S of the practice.

Nurse Triage will be introduced into the practice by spring 2013. Jill Jennings and Heather Bodenham have both attended a nurse triage course. The triage clinic is a new way of working for the practice and the structure is still in its infancy. It was considered the introduction of a triage system would be beneficial to the practice.

Jennifer Dewhirst queried whether it would be possible for a water dispenser in the waiting room. The surgery has had one in the past but it was not used, June Thomson will look into this request to see if it is viable.

Marie Holyer asked if we donated used medication to the developing world, Dr Cole stated that the World Health Organisation no longer take second hand medication. Wasted medication now gets incinerated.

Next PRG meeting to be confirmed.