**PRG Meeting Tuesday 28th January 2014**

**Minutes**

**Present**

Beverley Arthur – Chair

Jennifer Dewhurst

Judith Redman

David James-Bailey

Val James – Bailey

Lorraine Halsey

Jane Macdonald

June Thomson

Julie Smith

Jill Jennings

Caroline Challis

The meeting was held at Lockswood Surgery

* **Minutes of last meeting and matters arising –** The patient survey was revisited in December and the consensus of opinion was to look at Triage after it has been running for a few months to get more accurate feedback. The on-line system is promoted on the website and the receptionists do tell the patients about this facility. The DNA’s have reduced but it may be worth checking if the majority of DNA’s are from patients who book online more than two weeks in advance. The surgery will send out letters to patients who DNA three times or more.
* **Update on the last Practice Survey –** It was decided that the next survey will cover the Triage system. Julie did send out a mini survey to the virtual group in December and this was the area most mentioned. So the practice needs questions from the PRG for this survey. These questions are as follows:

**How was your experience of the Triage system?**

**How long did you wait for your call back?**

**How was your problem solved?**

**How could this service be improved?**

The questionnaires will be given to patients when they see a doctor in surgery after being booked in from Triage. They will also be attached to prescriptions generated from Triage. The receptionists will also hand out to patients when they come into the practice. The survey will also go out to the virtual group.

* **Report from last Fareham Locality Meeting –** Beverley attended in November and has provided the minutes of the meeting. These minutes were passed to everyone at the meeting and a copy will be held in the PRG file at Lockswood Surgery. DNA’s were discussed with various surgeries offering information to how they deal with this. Some use text messaging and Westland’s have run a survey but the results were not provided. All felt it was hard to recruit new members under 50. Julie said she had sent out text messages to the under 30’s informing them of the PRG but was not aware of any response.
* **Are we, the PRG, making a difference? –** Beverley re-read the terms of reference and it was felt they were doing what they should be doing. The PRG would like sliding doors at the entrance with an air curtain. June Thomson will revisit this with the partners. It was felt that changes had been made following recommendations from the PRG.
* **Noticeboard for PRG matters –** **ideas for items on it –** Beverley has made an eye catching poster for the PRG and was looking for ideas from the group. The PRG will be responsible for updating the board and making it eye-catching. It was thought that notices on the back of the toilet doors would be beneficial. DNA’s would be one topic to concentrate on.
* **AOB –** Jenny discussed the campaign for Locks Heath Centre to have a DEFIB available. This will be positioned outside and there will be a number of trained users around the area who can be called on for assistance.

Lockswood Surgery now has working security lights outside the building. This includes one that floodlights the car park. These are on a timer to come on as it gets dark.

Date of next meeting to be announced.