**PRG Meeting Minutes**

**Thursday 28 June 2012**

**Attendees**

Mr David James-Bailey

Dr Adrian Cole

June Thomson

Jill Jennings

Nicola Brynes

Mrs Valerie James-Bailey

Miss Beverley Arthur

Mrs Lynne Bailey

**Apologies**

Sue Atkin

Marie Holyer

Craig Hoy

Mrs Chloe Mcleod

Mr Batt

Mrs Batt

**Minutes of the last meeting**

The PRG commented on the ‘impressive’ decorative improvements made in reception, the waiting room is looking a lot fresher. Mr James Bailey felt that there was still work to be done, lighting within the reception area, waiting room and redecoration around the surgery.

Way forward - look at lighting within the waiting room. The practice was last decorated six years ago.

Nicola Brynes enquired how the take up was going with the Text Reminder Service. Actions from the previous meeting were followed. All new patients complete a new patient questionnaire and there is a section on text information and consent, up take with new patients is high. Existing patients has not been so successful. It was requested that the issue be brought up at the next receptionist meeting by Nicola Brynes as the reception staff are reluctant to ask patients to join the texting service when a request is made to issue registration forms for the online prescription and appointment service.

Online prescriptions - two members of the PRG have had queries ignored when they order medication. Nicola Brynes explained that prescriptions with queries are generally dealt with by reception but sometimes go to the duty GP if it is something that we are not authorised to do. If patients would like a certain medication to be put on repeat they either need to speak to their doctor or query it when ordering their meds.

**Update from Joint PRG Meeting held on 20 June 2012**

Mr James-Bailey attended the Regional PPG meeting in which 21 practices from the Gosport and Fareham area meet up every three months. This had been set up as part of the CCG (Clinical Commissioning Group). Mr James-Bailey found the meeting useful but wanted to know where the PRG and the CCG fitted in with each other.

It was suggested that another member of the PRG attend the next CCG meeting who has knowledge of both and can help in the discussion of services, Nicola Brynes and Beverley Arthur have offered to attend the next meeting.

Mr James-Bailey asked whether the practice is rationing services. No the practice was not rationing services , although the phlebotomy clinic does have an annual cap to it for the amount of bleeds the practice can perform in a year.

Mr James-Bailey asked where 2010/2011 funds were allocated for respite care as many services didn’t know where their allocation had gone. The practice was not allocated any funds for respite care.

Mr James-Bailey had been asked by the CCG Chairman at the meeting for details of our appointment system. June suggested that the PRG report on the website has all the appointment information and is available for anyone to view.

Additional membership of the practice PRG is slow, it was envisaged that the PRG member ship by year two would be about twenty patients. There has been difficulty getting patients to join for one reason or another especially younger people, patients with young families and workers. As a group we need to let other patients know that the meetings are informative and a way of getting their views and opinions across and having an input in the way patient services are provided within the practice.

**Practice Survey Results**

All members found the results and comments interesting.

It was commented by Lynne Bailey that she was unable to book more than one appointment online and was reluctant to cancel the online one to make one sooner. It was explained that the online software is set up to allow only one appointment to be booked because of the previous misuse by patients.

Mr James-Bailey asked about DNA’s within the practice. We had 17 hours of appointments DNA over the last month. As a practice we have started sending letters out to patients who miss appointments for all clinics. It was suggested that it might be an idea to get feedback from patient as to reasons why they DNA’d.

Sister Jill Jennings has informed the group the nurses are hoping to start up a Nurse Triage Service in September. This service means that the nurses can triage patients with symptoms such as conjunctivitis, Diarrhoea and Vomiting, Urine infections, most childhood illnesses and insect bites etc, which will alleviate the pressure on GP appointments, the clinics will be walk in and appointments.

**Way Forward**

Another survey is planned and June would like ideas from members to decide the next focus. Dr Cole asked if online booking could be an idea and if not used by the patients then break off questions could be added to find out why, we could use do the same for the text messaging service.

**Any Other Business**

Lynne Bailey asked if the practice promotes healthy eating, smoking, alcohol and the possibility of having expert patients who would be able to help other patients with certain subjects.

The HCA’s are currently doing the NHS health checks which patients aged 40-75 are gradually being invited to and during the appointments the HCA’s give advice regarding diet and healthy eating.

The Practice website has been up dated and is now more user friendly.

The next PRG meeting will take place after the next regional PRG meeting (19 September) and will be confirmed for the 27 September 2012.