**PRG Meeting Thursday 10th October 2013**

**Minutes**

**Present**

Beverley Arthur – Chair

Jennifer Dewhurst

Judith Redman

Louise Holyer

David James-Bailey

June Thomson

Dr Adrian Cole

Julie Smith

Jill Jennings

Caroline Challis

The meeting was held at Lockswood Surgery.

**Minutes of last meeting and matters arising**

These were discussed and agreed.

* **Discuss the results of the last survey – action plan for 2014 –** Judging from the most recent survey the online facility is being used slightly more. One of the issues raised by the reception staff was patient privacy. They were concerned that patients can be overheard by others when being dealt with at the desk. The consensus of opinion from the survey was that it wasn’t a concern. This has been a good feedback exercise. Question 1 (How helpful do you find the receptionist?) was very positive and is confirmation that the staff are working hard to promote this response. It does show that only a small percentage of patients are using online booking. Patient education needs to be stepped up in regards to this.

The new Triage system has been under way for just over a month now. It is definitely allowing the Doctors and Nurses to see the patients who need to be seen on the day and allows the avoidance of appointments for patients that may just require a repeat prescription or sick note etc. This will hopefully reduce the number of DNA’s. It has generated a problem with regards to an increased number of out-going phone calls and getting an outside line, but it was felt that once the patients have been educated, it will change the dynamics of the incoming calls at 8am and there won’t be a large number of patients trying to get through at the same time of day. It was suggested a flip-chart could be used in reception to provide information including the change in the appointments system.

**Action plan**

**1:** To revisit the patient survey when the Triage system has been running for a few months to get a better representation from patients.

**2:** To educate the patients in using the online appointments system

**3:** To revisit the telephone system – once the patients know they don’t have to ring in at 8am we anticipate it will be easier to get an outside line.

**4:** To educate the patients with flip charts etc. in reception. This will be used for advertisement of clinics such as Flu. Informing them of the need to cancel appointments if not required and generally using it to educate the patients of acute information.

**5:** Updating the security lighting and bollard lighting outside the surgery building and immediate surrounding area.

* **PRG Leaflet – how is it going? -**  Completed. Julie will email it to Beverley.
* **PRG Noticeboard in waiting room -** The surgery will endeavour to find some space on part of the existing noticeboards in reception to be given over to the PRG. It will be used to advertise the PRG, what it is about. It was discussed that maybe some kind of balloon affect advert could be achieved. Caroline Challis will look into this.
* **Fareham Locality Patient Group Report –** Beverley Arthur has attended two talks (Joint Exercise Programme aimed at the 60 – 80year olds & The Solent Diabetes Association – information for the newly diagnosed). They are trying to use the Fareham Community Hospital.

Beverley also had a list of services the Community Hospital offer. This has been photocopied for staff information. Also there will be an open day at the Fareham Community Hospital on Saturday 30th November 2013.

The Locality Group would also like figures of how many appointments are available per month and what percentage DNA. The surgery will provide this information and send on the Beverley. It was discussed how the DNA’s can be managed. The practice does send out letters to patients who DNA three times and all DNA’s in commuter clinics automatically get a letter because of the nature of the appointment. It was felt by the practice staff that no amount of letters have a positive effect with regards to educating patients and the time and money taken in providing admin time is not feasible, however DNA’s are monitored monthly.

* **Surgery Update –** The practice lease is due for renewal in the near future and so a lot of the outside decoration may have to wait until this is renewed. There have been a number of room changes which will be painted. The new nurse’s room will have new flooring installed. Julie is in contact with a new maintenance man who will be changing the outside lighting and this will include the two bollard lights at the front of the building.
* **AOB**

The headed paper does not have the website address on it. This will be added accordingly.

Jennifer asked about possible charity book sales in reception. Unfortunately there is no room in the reception, but if Jennifer wanted to organise a one off charity day held in reception, she would consider that. Jennifer is to liaise with Julie.

**Date of next meeting**

To be announced but will be sometime in January 2014.