**PRG Meeting Thursday 2nd May 2013**

**Minutes**

**Attendees**

Beverley Arthur – Chair

Jennifer Dewhirst

David James-Bailey

Valerie James-Bailey

Andrew Cross

Marie Holyer

Dr Adrian Cole

June Thomson

Jill Jennings

Caroline Challis

Nicola Brynes

This meeting was held at Lockswood Surgery in the coffee room

**Minutes of last meeting**

Minutes of the last meeting were agreed.

**Patient Reference Group Report 2012/13**

The practice annually submits a report to NHS England formally (PCT), part of this report shows the demographic of the PRG and virtual PRG group. Under 16’s there has not been a great take-up, highest demographic for the virtual PRG is the 45-54 age group, we will continue to engage with all age groups.

The PRG is advertised via the Practice website, NHS choices website, monthly practice newsletters and new patient’s registration forms and practice notice boards.

The chairperson, noted in the yearly report it mentions a leaflet which is still to be produced, this will include all PRG information for patients interested in signing up for the PRG, we are hoping this will be completed by July 2013, available to patients in reception and on the website .

It was noted by Mr James-Bailey the new website was extremely easy to use. Everything is easily accessible and all information was easy to find.

**2013 practice Survey**

During the last survey, the virtual PRG were asked to contribute their ideas for the 2013 survey. The most popular subjects were customer services, customer care and appointments/commuter clinics.

Jill Jennings felt that it was time to focus on customer care, reception and the general care process from start to finish.

Appointment system - Andrew Cross motioned one of the questions could be if patients are getting the appointments they require at a time they want, with a multiple choice answer based on satisfaction level.

Open/walk-in clinic. - GP and practice nurse available, patients would be seen on a first come first served basis. Patients would need to be made aware that they may be waiting some time to be seen but if they are happy to wait then the GP or nurse would see them eventually. The question will centre on this subject and get views of patients about this kind of system.

Andrew Cross asked what happens to people who DNA appointments. If a patient does not attend three times the practice would send a letter. It was queried as to whether a list was made of patients who are happy to take appointments that have been cancelled at short notice for example, 2-3 days. Unfortunately due to time and admin this would not be possible. Appointments are rarely cancelled because the majority of them are made on the day and with the amount of telephone calls we receive, cancelled appointments are always filled very quickly.

Customer care - questions will focus on aspects of patient contact within the reception area and how they feel they are being treated.

Online appointments - The question will need to be aimed at possible problems patients could face that would stop them from using this service and if this would eventually become a disadvantage in the future.

Reception staff - ask patients how satisfied they are at the way they were treated, whether they felt the receptionist was listening/hearing what was requested and how they felt about the quality of communication overall.

**Posters**

Beverley Arthur, felt that information on the walls in reception was too confusing and found it difficult to differentiate between Lockswood posters and national campaign. Beverley has made posters to encourage patients to cancel appointments if they are no longer needed, booking online for appointments and receiving text reminders to help limit patient non-attendance.

**Triage Clinics**

The nurses have been piloting a triage clinic Monday and Friday for the last few weeks, this is in its infancy but will eventually be extended Patients ring in the morning and are asked if they feel their medical problem is something the triage nurse could deal with.

**Fareham PRG locality meeting**

These quarterly meetings for the Fareham locality practices, their aim is to exchange ideas, network to improve services and learn about different areas of the NHS

There was a discussion on different appointment systems which Lockswood surgery fared well in and our virtual PRG levels are high.

The 111 service were there to give a talk and Beverley Arthur felt this was very interesting. The service is run by South Central Ambulance. It is not national at this point but assists patients by completing pathway assessments to determine the treatment each patient needs. In the first week the service dealt with 22,777 calls.

Talks were also given on Vascular Services, IVF and the Frances report.

At the next PRG locality meeting, talks will be given by the physiotherapy team and Queen Alexandra outpatient department.

**AOB**

Decoration and lighting- there has been an improvement – other areas to look into -

* Lighting above the reception desk
* Lighting outside the main entrance still needs to be dealt with. It is a hazard for patients and staff members
* External Decoration - The outside has not been decorated within the last 7 years. June will take this to the partners meeting.
* A water dispenser in the waiting room

Patient hand sanitiser – David James Bailey felt that where it is placed within reception it is not being fully utilised. He suggested that it be moved to underneath the booking in screen. June said that because of the height of children, it could cause an injury. Where the sanitiser is at the moment is at a suitable height.

Online appointments – It has been noticed that only one appointment can be made at a time online. David James-Bailey realised this when he needed to make a GP appointment. He had to cancel the nurses’ appointment to be able to go online to book for the GP. David James-Bailey then re-phoned the surgery to re-book the nurses’ appointment. June will change the settings to allow patients to book more than one appointment at a time but if it is found that the system is being abused again then this option would be stopped.

Appointments will not be made available for nurses online because of the amount of clinics that they do.

PRG that Saturday morning and weekly commuter appointments are not available online – the system will be changed to allow this.

Commuter clinics - Andrew Cross asked if the practice offers commuter clinics – the practice has been offering commuter clinics for the last three years, information on our websites / practice leaflet and monthly newsletters

Practice Newsletter – Andrew Cross asked if the practice can send out the monthly newsletter to the virtual PRG,- this will commence when the distribution list has been organised.

Caroline deals with the PRG distribution list. At present the programme is not very user friendly, we are using an outside agency to assist us to set this up.

The group congratulated Beverley Arthur for completing her first PRG meeting as the new chairperson. The meeting went smoothly and with many matters discussed.

Next meeting will be held in October. Date to be confirmed.