



Patient Reference Group Meeting Minutes Wednesday 13th August 2014

Present: Chair Robert Kelso (PRG) Bridget Kettle (PRG), Roger Watts (PRG), Sylvia Hindley (PRG), Malcolm Cowburn (PRG), Linda Sanders (PRG), Linda Antell (PRG), Dee Brown (PM), Ed Matthews (GP), Amanda MacFarlane (Receptionist), Rebecca Prosser (Receptionist).

Apologies: Patricia Leach (Secretary), Desmond Kendryna (PRG), Jeanette Kemlo (chair PRG), Di Wogden (PRG), Pip Cartmel (PRG).

Minutes of the previous meeting were agreed and signed off by Robert Kelso acting as chair in absence of Jeanette Kemlo.

Wheel Chair access: We now have a quotation from the company with regard to the lowering of the threshold for the external automatic doors. Dee will arrange for the work to be carried out.

Prescribing information leaflet: The information leaflet that has now been adapted for Brannam Medical centre was shared with the group. This is information taken from the CCG leaflet and altered to reflect more how we as a practice wish to work. It gives clear guidelines for how prescriptions need to be ordered. It was proposed that this document be uploaded to our web site (this will enable non UK national to read it via a translation web site) and to be made available in large print. Leaflets will be put on our re-sited ordering point, and will be available in GP's rooms; consider sending a small supply to the local pharmacies. A display will be sited next to the prescription ordering point, and on the patient display screen system. We will review the progress in 6 months.

3rd Party Mailing: Details of our use of 3rd party mailing facilities are now on our website. It was felt that something needed to be put into place so that patients could unsubscribe from this system eg add as footer to flu letters. **Dee** will look into this.

Rapid Access: The whole review of Rapid Access is to be taken forward as a project to the practice 'Away Day' – this is scheduled for early October. Feedback will then take place after this, any comments or suggestions that the group may wish to have taken into consideration would be most warmly welcomed and should be forwarded to Dee.

As part of this review of rapid access, we will also consider the Devon/Government agenda for out of hours and emergency access to medical care.

Patient survey actions:

- Building alterations – Our alterations are now well underway, the flooring company will be looking at the levelling and relaying of the floor over the next few weeks.

- Carer's Health checks – Devon Carers Link, were invited in to speak to the GP's, we are now more aware of what is on offer, we have a small display of literature at the reception desk for patients/carers to access. This item is to be carried forward as Jeanette was leading on this.

Online Access to Patient Records: We have an information leaflet designed to help patients understand what this will mean, and answers some of the most frequently asked questions. There is also a link to a website which provides further information and sample online questionnaires. This will be forwarded to the group for comments. We discussed what part of the medical records will be available for patients to see, and the starting point in the records.

Telephone data: Unfortunately Pat was unable to attend, but she kindly provided printouts of telephone data; this shows that currently we are managing to answer 91% of our calls within 30 seconds. It was felt that this outcome was acceptable, but that it should be kept under review quarterly,

Paintings: This item will roll over for Jeanette at the next meeting.

PRG/CCG meeting: Roger, Malcolm and Dee attended this event held at the Plough in Bickington; they felt that it was beneficial that it was attended as it gave much interesting background information on the 'patient population' of the Northern Devon area.

Care closer to home was heavily featured (which goes alongside the new 'admission avoidance' enhanced service that has been commissioned for GP practices to provide this year). This is to enable people to be maintained in their own homes at times of illness.

Long-term conditions were also discussed, however this section tended to get interrupted quite often.

Although both Malcolm and Roger saw the benefits of the members of the PRG group attending, they felt that a smaller invited group may have made more substantial progress. Participation is the key though, and they felt that it was a good start to understanding what is going on, and the way health/care will likely progress in the future.

From this meeting Dee has also been given two surveys that need to be undertaken over the next couple of months. Dee will Email this out to the group members, and it is hoped that at least part of two surveys will be able to be undertaken at our two '**Flu clinic mornings**'. These are planned for **Saturday 27th September and Saturday 11th October**.

The second of the surveys the 'Friends and Family' survey looks as if it will be a monthly reportable survey.

Any other business: We have been approached by an Ex member of nursing staff, Sue Barker to join our PRG group. Sue left working for the practise well over 12 years ago, it was agreed that there was no reason for her not to be asked to join. Dee will contact her and invite to our next meeting.

NEXT MEETING WEDNESDAY 15TH OCTOBER 2014 AT 18.00 HRS