

Practice Manager: Jacqui Squire

**Duncan Street Primary Care Centre**

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GP Code: M92012

Dr S. Agarwal, Dr S. Aggarwal, Dr S. Nazir,

Dr B Sangha, Dr R Farmah, Dr M. Kalhan

***Patient Reference Group***

**Minutes of a meeting held on Thursday 5th April 2018, 2pm**

Present: Mr Randles (chair), Mrs Charles(Deputy Chair) , Mr Hepworth , Miss Gooding , Mr Sandhu, Ms Gill, Ms Patel Jacqui Squire (PM)

Apologies

Mr Hepworth, Mr Avatar, Mr Charles

**Minutes**

Mr Randles chaired the meeting and welcomed those that attended

The minutes of the meeting held on in October 2017 were agreed

***MATTERS ARISING***

Various matters arising were raised as follows:-

*Care Navigation*. Ms Gill asked if this was now embedded in the practice. JS confirmed that only a couple of templates were on the system and practices were awaiting further templates to be added. The consensus of the group is that patients were not aware of this and how could we inform them. JS explained that when all templates were added and the receptionists were following this completely then a message would be put on the telephone line, website, posters etc. It was suggested a newsletter be also used JS confirmed that perhaps a couple of the PRG would be interested in coming to see Care Navigation in action . Ms Gill and Mrs Charles would like to take up this offer. JS would arrange this when more templates are on the system.

*PRG Support*

Ms Gill stated that there was not enough information on the website and this was old information. JS confirmed that is it updated regularly, but perhaps we can review where the information is located for easiness. The PRG notice board does not have change of date on it. JS apologised and Mrs Charles said she is happy to update the board when she is in the surgery if need be. Ms Gill has offered her services as secretary from the next meeting. JS was very grateful for this offer and confirmed the practice would disseminate the minutes on the PRG behalf. Lists of patient identifiable identification would not be circulated to the PRG due to GDPR regulations.

***Any Other Business***

*Comments Complaints*

JS informed the members of recent complaints, the nature of the complaints and the outcomes.

*Warning letters*

JS confirmed a large amount of warning letters have been sent out to patients who DNA and unacceptable behaviour in the last 3 months. 2 patients have been removed from the practice list for unacceptable behaviour and 7 letters have been sent to patients requesting them to register elsewhere as they are out of the practice area i.e. Birmingham

*Comments/ Compliments*

JS confirmed that no written comments had been received. But the practice do receive a lot of verbal positive comments, which is a shame that they do not put them on NHS Choices

NHS Choices

Ms Gill raised the fact that there are a quite a few negative comments on NHS Choices. JS agreed and stated all of them are replied to in a positive way. A couple of them were discussed and it was noted that the comments made by the patients do not actually reflect the situation. JS confirmed that any issues raised are addressed in a positive manner and the practice will do their best to accommodate the patient if at all possible.

*Medical Students*

JS confirmed that the latest medical student cohort has now finished until November 2018 when further students would be welcomed in the practice.

*When do NHS costs apply?*

Mrs Charles asked the practice if they were going to display any posters regarding charges for NHS treatment and if patients were not entitled to it.

JS confirmed that at the point of Primary Care all patients have an entitlement but secondary care is different and that the acute sector are responsible for tracking this. JS agreed to send out a flow chart she had obtained from the RMC Centre for information.

*Interpreter Services*

Ms Gill raised the issue of does the practice have enough interpreter services given care navigation may make things difficult on the telephone. JS explained that the practice has interpreters am and pm to help with requirements. Ms Gill thought that perhaps the practice needed more of this service. JS suggested the PRG take this up with the CCG as previously it has been a battle to keep what the practice has already as the CCG meets the cost.

JS offered to send out the business case in keeping an interpreter at the practice provided to the CCG for PRG information only.

*Health Promotion Events*

Mr Sandhu made a request in that would the practice consider holding a health promotion at the temple / Gurdwara, as they would listen to a professional about their health. JS explained that we have done this in the past with events about Diabetes, but it was not successful in attendance. However she would raise this again, but it may be unlikely we are able to do this due to GP time constraint

Receptionists – PRG information / Thursdays

It was brought to the attention of the group that the reception staff did not seem to know when the PRG meeting was and it took several telephone calls to ascertain the information. JS apologised for this and would brief the reception staff before the next PRG meeting so they are aware.

It was also mentioned that a member of the PRG was told that we are closed on Thursdays and we never have GPs in the practice on a Thursday afternoon. JS explained that this is not the case. The telephones are covered only, the doors are open GPs and Nursing staff are in the practice and pre – booked appointments are available. JS would mention this to the reception staff so they are giving the relevant information. Our website, Telephones and posters state we only have the telephones covered Thursday afternoons. Nothing else is different to any other day.

*PCH1-Hub*

JS informed the PRG that this practice is now part of a hub with other practices and therefore we can offer our patients appointments out of surgery hours at other practices. Currently, we have no provision to offer further appointments out of hours at this practice for the time being.

*10 High Impact Changes*

JS would circulate the 10 High Impact changes which forms part of the GP forward view for information.

*DSPCC Website*

It was highlighted that some information on our practice website is out of date. JS confirmed that we do put PRG information on it but it is not that friendly to locate. JS confirmed she would look into this and perhaps remove old PRG information so only the current documents can be found

*TV Monitor*

It was suggested that we try and place more information on the TV monitor for patients to see. JS confirmed that access to the content is restricted by the practice and it is mainly links we have to use, but we do place what we can on it for patient information.

*Sepsis lead*

JS confirmed the practice sepsis lead is Dr Sangha

*GDPR*

The practice is working towards the new Data protection legislation (GDPR) currently, Text messages are being sent out for consent to contact patients, the new registration form have been amended and the practice is awaiting confirmation on further specific training information from the CCG

*PRG - membership*

Mr Randles offered his resignation as chair due to cutting down his commitments. Mrs Charles was happy to take on the chair role with the support of Ms Gill, who will attend any CCG meetings on the PRG behalf. Mrs Charles thanked Mr Randles formally for all his support to the PRG for the surgery.

It was also suggested that perhaps a couple of the PRG members would visit external organisations to promote our PRG group

Dates were set for the next PRG Meetings for:

***Thursday 5th July 2018, 2.15pm***

***Thursday 18th October 2018, 2.15pm***

JS would arrange for posters to be displayed on the PRG notice board

Meeting closed 3.50pm

***Date of next meeting: Thursday 5th July 2018, 2.15pm***