

## Patient Reference Group Meeting

Wednesday 22<sup>nd</sup> February 2012

### Minutes

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#### 1.1 Mission Statement.

The mission statement for the patient group was presented.

“A group consisting of patients and staff, who regularly meet to discuss ways of developing and enhancing services and facilities, delivered by the practice to the patients. To communicate any service developments to the wider patient population.”

**The mission statement was agreed by all group members.**

#### 1.2 Frames of Reference

The frames of reference for the patient group was presented

The Patient Reference Group will:

- Contribute to practice decision-making on service development and provision
- Provide feedback on patients' needs, concerns and interests
- To promote communication between the practice and the wider patient group
- To promote a patient perspective and enable patients to access and make the best use of available health care
- To discuss comments and suggestions from the patient group on the results of the annual Patient Questionnaire

**The frames of reference were agreed by all group members**

#### 1.3 Ground Rules

The following ground rules were presented:

- The patient group does not deal with complaints nor is it a forum for complaints
- Everyone's view is as valid as another
- All members will respect each other
- No phones or other disruptions are allowed
- We advocate open and honest communication
- We will start and finish on time and adhere to the agenda
- Confidentiality of Patient Group members will be kept strictly within the Practice

The ground rule regarding complaints was clarified stating that it is not the forum for personal complaints or complaints on behalf of a third party. The group agreed.

**The ground rules were agreed by all group members**

	<p><b><u>1.4 Frequency of meetings</u></b></p> <p>It was agreed that these meetings will be quarterly. However with the pending results of the patient questionnaire the group agreed to meet in March and then hold the meetings quarterly from then.</p> <p><b><u>1.5 Minutes of the meetings</u></b></p> <p>It was agreed that the minutes of the meeting would be approved as we work through the agenda.</p> <p>It was agreed that the minutes would be published on the surgery website but group members names would be omitted to respect confidentiality.</p> <p><b>Post meeting note</b> – For confidentiality reasons the minutes of the meetings will also be sent out to individual group members with group names omitted.</p> <p><b><u>Action</u></b> – Practice Manager to publicise the minutes on the website and to circulate to the group with group names omitted.</p>
2	<p><b><u>Langham Place Patient Questionnaire</u></b></p> <p>The Patient Questionnaire has been submitted for analysis and we are currently awaiting the results.</p>
3	<p><b><u>New Service – Text Reminders</u></b></p> <p>A new text service will be introduced which will enable the surgery to send a text reminder regarding appointments. There will be a 3 week advertising campaign in the surgery and on the website. Patients will have the opportunity to opt out if they so wish.</p> <p>A group member who has experienced implementing this service stated that they had encountered problems as the text service was also going to home phone numbers. It was agreed that this would be clarified that this would not happen with the clinical system team.</p> <p><b><u>Action</u></b> – Practice Manager to contact the clinical system team for clarification</p>
4	<p><b><u>Current Practice News</u></b></p> <p><b><u>Locality Group</u></b></p> <p>Langham Place Surgery is part of a locality group working with 7 other practices in the area. There are 3 locality groups in total that all feed into one group called Nene Commissioning. The locality group practices under Nene Commissioning work together to look at current services offered and ways of improving and developing services.</p> <p><b><u>GP to GP referrals</u></b></p> <p>One of the initiatives from the locality group has been to introduce GP to GP referrals. 3 Practices have each been able to offer a service to the other practices within the locality group. The benefit of this is less waiting time for the patient needing a particular service. Currently the GP to GP referrals are in the areas of contraception, bowels and skin.</p> <p><b><u>Winter Pressure Langham Place Involvement</u></b></p> <p>Another initiative from the locality group is Practices offering an extra clinic on a Saturday for our patients who need to use the out of hours service or A&amp;E. These appointments are urgent and non routine appointments and only available on the day. These are to assist with reducing the pressure on the out of hours service and A&amp;E on a Saturday. Langham Place</p>

	<p>Surgery is involved with this initiative and has been commissioned until the end of March 2012.</p>
5	<p><b><u>Any Other Business</u></b></p> <p><b><u>Fund Raising</u></b></p> <p>A query was raised regarding fund raising. It was agreed that the group does not have a fund raising focus.</p> <p>However it was acknowledged that the previous patient group did help on flu Saturdays and undertook a raffle which has raised funds for equipment for the surgery.</p> <p>It was agreed that this would be discussed nearer the time of the flu Saturdays. If some members of the group did want to be involved to either help on Saturday's or to undertake a raffle then it would be an individual choice rather than a group focus.</p> <p><b><u>Emailing the Newsletter to Patients</u></b></p> <p>A query was raised about the ability to email the Practice newsletter to patients who might be interested in receiving the newsletter in this way.</p> <p><b>Action: The Practice Manager will look into this</b></p> <p><b><u>New telephone options</u></b></p> <p>A member of the group stated that they felt the new telephone options available when you ring reception were an improvement.</p>
6	<p><b><u>Proposed Date of Next Meeting</u></b></p> <p><b>Date:</b> Wednesday 28<sup>th</sup> March 2012  <b>Time:</b> 6.30-7.30  <b>Venue:</b> Langham Place Surgery</p>