Patient Reference Group Meeting Minutes

23 March 2016

Persons Present

|  |  |
| --- | --- |
| Kate Coneron | Sarah Longfield |
| Debbie Taylor | Alan Flux |
| Anthoula Savv | Margaret Burrows |

Virtual Members

|  |
| --- |
| Jeremy Jedrzejewski |

Apologies

Dawn Prest (Warden at ward court)

Minutes of last Meeting (9th December 2016)

Approved by the group.

AF made enquiries regarding the virtual group and their input within the group. KC explained that we now only have 1 member from the virtual group who receives emails of minutes and other matters discussed in the group.

KC stated she had received feedback for AF from Dr Javid regarding ‘surviving a heart attack guidance’. KC relayed that Dr Javid could find no reference to this information of any clinical benefit and no guidance as such from the British Heart Foundation. AF responded that the guidance was located from the internet and was not official.

AF enquired about the hand sanitiser in the reception area and KC requested AS to action.

Analysis of response to recruitment leaflet

KC stated a generous amount of leaflets had been placed on waiting room chairs and on the reception front desk. She further explained that the patients appeared to have taken an interest with no response received as yet, but as the leaflets had only been placed around the practice for just over a week KC anticipates a response in due course. KC also stated that the JX board also now advertises the PRG. SL suggested online sign up and KC stated that we would update the website. AF asked for a copy of the leaflet to be emailed directly to him which KC agreed.

Terms of Reference

It was agreed that the terms of reference remain unchanged until more members join the group. SL agreed that the group should re-visit the terms of reference in 6 – 12 months’ time. AF expressed his concerns with the lack of interest within the recruitment of members to the group and KC agreed it was not ideal but responded by saying current members were already proving to be an asset to the practice with regards to the outside fencing and recent recruitment of a new receptionist as well as future involvement of the upcoming flu clinics.

MB asked for an update regarding the current situation with the pharmacy next door and KC responded that there had not been any further developments at this time.

AF asked if the outside light had been reported to which KC stated it had.

RHS Staffing Matters

KC sent her apologies regarding Dr Ganeshamoorthy, the new partner to the practice, and stated that she anticipates an introduction at the next meeting.

KC introduced AS as the practice admin assistant. KC further explained her role of actioning issues raised within the PRG.

AF enquired how our apprentice, Carla, had been settling into her role. KC responded that the recruitment had been a huge success and thanked AF for his time in assisting the recruitment process.

Feedback from Ward Court & RHC Protection and Safeguarding

AF announced that he had discussed the state of the road on chapel croft and ward court to Ann McAllister, Ward Counsellor. On discussion it was said a 20mph speed limit to be in force. AF informed the group that Rastrick library holds local counsellor meetings every 3rd Saturday of each month between 10.30 and 12pm, next meeting 19th March. AF provided a list of counsellor names, Christine Beal and Chris Pillai.

KC referred to the practice safeguarding policy regarding PRG members interaction. AF requested a copy of the policy and KC appointed AS to arrange. SL announced safeguarding training courses that are available to the group and AF asked for the course details and SL agreed to send along with a training guide of all courses offered and available.

Electronic Prescribing Services (EPS)

AF enquired as to how the EPS was working and KC stated that initially the practice encountered problems where by prescriptions were being submitted to pharmacists that had not been nominated. KC further stated that since these errors had been rectified the system had been working very well but the service still requires promotion by way of handing out literature leaflets to patients.

MB added that her husband had been asked by the pharmacist next door for him to nominate them but that she had not been asked at all. KC enquired whether he had been given the literature leaflet from the pharmacy as this was important that the patients are made aware of their choices. MB could not recall. MB further stated she was impressed by the efficiency of the EPS and gave an example of how her husband’s prescription had been dealt with by the practice recently.

Support Services

KC announced that IAPT (Improving Access to Psychological Therapies) will be holding sessions on Fridays at the practice starting on Friday 7 April, accommodating patients registered at the practice as well as patients registered elsewhere. It was discussed that KC enquires whether IAPT provides a volunteer service and will keep the group informed. KC also to enquire if any volunteers available from Huddersfield practice.

Any Other Business

KC announced to the group of the upcoming CQC visit which is due to take place on Tuesday 5April. AF and MB expressed their apologises and stated they were away and would not be available to talk to the CQC regarding PRG. AF asked if they would meet at a later date and KC said she would enquire. AF asked KC of what the practice was to expect and KC explained briefly the process of the day.

SL announced her redundancy to the group and further explained that Moya Kirkman will take over and offer support as and when needed. The group expressed their sadness of SL departure and wished her well.

Date of Next Meeting

Wednesday 8 June 2016 at 1.30pm

MB to confirm