**PATIENT REFERENCE GROUP (PRG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 11th October 1pm

MINUTES

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| Present | Becky Degia, Claire Jackson (Chair), Liz Mackness (Secretary) Sudha R Pankhania, Ramji P Pankhania, Joseph Taylor, Kathleen Taylor, Ann Winfield. |         Action |
| Apologies | David Robinson, Tripat Badiani, Linda Nolan. |  |
| Matters arising from previous minutes: |  |  |
| Did not attend (DNA)  | Linda Nolan had looked at last 6months’ figures at both practices and found that they are average for surgeries generally.  |  |
| Practice leaflet | Becky Degia: The present leaflet is currently being updated and is in re-print, the booklet is updated annually. |  |
| Parking at Parker Drive surgery | Becky Degia had now contacted all staff to remind them of parking regulations. |  |
|  | The minutes were approved by the meeting. |  |
| 1. Electronic Display Board. | Claire Jackson asked about the contents on the display board and Becky Degia explained that there are limits to what can be displayed. |  |
| 2. Answer phone message | Claire Jackson commented on the improved answer phone message. |  |
| 3. Mobile phones in waiting room | Claire Jackson commented that the sign about mobile phones not being allowed, was being ignored. | BD: Message will now be changed to silent. |
| 4.Choose and Book information sent to patients | Claire Jackson was concerned about the amount of paperwork sent to individual patients under Choose and Book and noted that from a patient’s point of view it was not useful. It was explained that the system is essential as a means of coordinating bookings for health staff. | BD: will explore ways of reducing paperwork. |
| 5. New telephone system. | Becky Degia will be apologising to patients if they were cut off whilst the new system was being installed. | BD: to address |
| 60116 No’s re-introduced | Becky Degia: Patients to be informed that the 0116 number is to be restored as the number used in surgery hours; out of hours to retain 084 number.  | BD: Posters in waiting room, message on electronic display board, website updated, and message on 0845 number to say numbers have changed. |
| 7. Sound proofing Parker Drive  | Becky Degia: Becky had been informed that for the small landing area at parker drive with only limited seating there is no tariff for a radio licence therefore would not require a music licence at present but may change in the future. | BD: radio to be installed |
| 8.Alternating Saturday morning surgeries P/D and MMC | Becky Degia: Patient Survey had highlighted a request for more flexibility to accommodate the employed. Alternating Saturday Pre booked appointments are now being introduced. | BD to publicise |
| 16.Flu Vaccinations | Becky Degia: Once all at risk had received their Flu vaccinations, any stock remaining will be offered to patients. | BD to publicise |
| 17. Link PPG group | Kathleen Taylor reported that she is a member of the link group Patient Participation Group Forum, which was set up in 2011 with the support of Leicester Link. The link group acts as an independent central contact point for patient group chairs, practice staff and patient groups to raise shared issues and concerns directly into the Leicester City Clinical Commissioning Group (CCG) via the LINK/Health watch representative who has a non-voting seat on the CCG. |  |
| Any other business | Claire Jackson asked what happened to the minutes, Becky explained that Minutes are uploaded to the practice website under patient participation group area and a copy is kept in the blue folder on display in the waiting room along with the patient survey results. |  |

Date of next meeting:

Thursday December 6th 2012 @1pm

Venue: Manor Medical Centre