

## **PATIENT REFERENCE GROUP (PRG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 11<sup>th</sup> August 7.30 pm

MINUTES

Chairman: Dr D Jawahar

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| Attendees     | Dr H V Trivedi, Dr D Jawahar,<br>Becky Degia, Linda Nolan<br>Julie parker, David Robinson, Gurmel Dasanjh,  | actions |
| Apologies     | Claire Jackson, Elizabeth Winfield, Jyotsna Raichura, Lorraine Jesson. Rekha Patel  |         |
| Introductions | Introductions were made and each were able to voice there own opinions regarding their view of setting up a patient group, the group so far consisted of a varied group individuals who had very good and valid contributions to make.  |         |
| Discussions   | Discussions were made mainly regarding the changes within the practice and new doctors coming in to the practice, Mr Dasanjh was concerned that patients are not always able to see the GP of their choice at short notice, it was explained that, if patients are prepared to wait then they can see the GP of their choice, Dr HV Trivedi, explained that he, Dr Arolker and Dr Jawahar, are only working a few sessions each week and it is not possible to see the same amount of patients that they would normally have seen years ago, however, we do have very good new doctors in the practice who do speak a variety of different languages who they are |         |

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|                      | <p>welcome to see, Julie and David both agreed and said they have both now built up new GP patient relationships with particular new GPs in the practice.</p> <p>Dr Jawahar, did say that we are due for receptionist training quite soon and would look at ways of helping patients with their choice of doctors, making sure we are explaining all of the options.</p>   |  |
| What is a PRG        | <p>Becky gave a brief description of who we hope group would be made up of and the reason for establishing this group, she explained that it would be made up from a selection of patients and practice staff, that we would meet at regular intervals to provide practical support for the practice and to contribute to the continuous improvement of services and facilities offered by the practice to patients.</p>   |  |
| Purpose of the group | <p>Points were discussed as to the purpose of setting up this group which were as follows:</p> <ol style="list-style-type: none"> <li>1. To improve dialogue between practice and patients.</li> <li>2. Work together to improve service delivery.</li> <li>3. To make positive suggestions about the practice and the wider health care needs.</li> <li>4. To provide an opportunity for local people to become involved in the planning of new services and development of existing services.</li> </ol> |  |
| Aims and objectives  | <p>We realise that we will have many different aim and objectives to aspire to however:</p> <p>The initial aim is to formulate an annual practice survey seeking the views from our patients regarding the services we provide.</p> <p>These results will be discussed by the group and action plans agreed.</p> <p>The results will be publicised on the practice web site.</p>   |  |

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|                            | <p>This survey should provide us with a better insight to the needs of our practice population and the group will be able to agree the actions plans to move the project forward.</p>   |                         |
| Ground rules               | <p>We need to establish the ground rules for the group and Becky explained the following:</p> <p>These meetings are not a forum for individual complaints and single issues.<br/> We advocate open and honest communication and challenge between individuals.<br/> We will be flexible listen and ask for help and support from each other.<br/> We will demonstrate a commitment to delivering results as a group.<br/> Silence indicates agreement-speak up, but always go through the chair, all views are valid and will be listened to.<br/> No phones or other disruptions.<br/> We will aim to start and finish on time and stick to the agenda</p> |                         |
| Recruitment of members     | <p>Suggestion of how to recruit more members?</p> <p>This was discussed at length and the following have been agreed:</p> <p>Julie, will find appropriate local areas to display poster to advertise the group in and around Thurmaston.<br/> David, will locate three or four sites in the Beaumont Leys, Sure start, Stocking farm, Tudour house, area to display posters and Gurmel will take care of the Belgrave area by displaying posters in the Belgrave community centre etc.<br/> Other suggestion were, Tesco, Asda, local Chemists, opticians.</p>  | Julie, David and Gurmel |
| Establishment of the group | <p>We decided to wait until be have more members in attendance before electing for</p>  | Becky and Linda         |

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|                                       | <p>the two positions or :Chairperson and secretary.</p> <p>Frequency, timing and venue of meetings: we agreed on the 15<sup>th</sup> Sept at 6.30 at Manor Medical Centre for our next meeting and we hope to have more attendees on that occasion.</p> <p>Size of group: We would like to attract up to 15 members maximum, with the hope of getting at least 10 – 11 regular members.</p> <p>Agenda, minutes and dissemination of information: Administration support will be done by the practice until such time the group are ready to take this over themselves.</p> |  |
| <p>Questions/feed back<br/>A.O.B.</p> | <p style="text-align: center;">Date of next meeting:<br/>Thursday 15<sup>th</sup> September 2011 6.30 pm,<br/>Venue: Manor medical Centre.</p>   |  |