**PATIENT REFERENCE GROUP (PRG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 9th August 1pm

MINUTES

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| Present | Dr SM Arolker, Becky Degia, Linda Nolan, Claire Jackson (Chair), Liz Mackness (Secretary) David Robinson, Sudha R Pankhania, Ramji P Pankhania, Tripat Badiani, Joseph Taylor, Kathleen Taylor,  |         Action |
| Apologies | Dr H V Trivedi, Dr Jawahar, Ann Winfield |  |
| Introductions | Introductions were made to the new members |  |
| Minutes of previous meeting | Minutes dated 31st May 2012 were approved |  |
| 1.Matters arising | David Robinson reported that the poster at Parker Drive surgery was not in a very good position.  No poster had yet been displayed at Manor Medical Centre  | Linda Nolan to investigate. |
| 2.Care Quality Commission (CQC) | Linda Nolan reported that all GP practices have to be registered with the CQC by April 2013; practices will have a responsible Registered Manager and have to adhere to 16 outcomes (standards) for registration purposes. The practice is currently busy updating all its policies and procedures in preparation for registration.The CQC assessors will visit practices once registration has taken place and will be interviewing practice teams and patients to make sure that we are complying with the standards. |  |
| 3.Sound proofingParker Drive Surgery | David Robinson explained that he recently had an appointment at an upstairs consulting room. Whilst waiting outside to be seen he was able to hear the conversation from another room.  It was suggested that this could be overcome if patients waiting to be called upstairs remain seated downstairs until they were called. Becky explained that it wasn’t possible for patients to wait downstairs until the buzzer went as this resulted in time being wasted. David had suggested putting in a sound proofing board on inside of doors. He had found out that music requires a “performing rights licence” as it is classed as public performance’s | Becky Degia to look into music being played upstairs. |
| 4.NHS Health Checks  | LN: This is a new initiative from the government for patients aged between 40 – 74 to come and have a lifestyle check. Patients who have been diagnosed after 2009 for any of the following: Heart disease, heart failure, had a stroke, diabetes, cardiovascular or hypertension does not qualify for a NHS Health check as they should already be reviewed in our chronic disease clinics. Letters of invitation are being sent out; also patients are encouraged to book with reception as opportunities arise. The surgery is also advertising the initiative internally |  |
| 5.Flu vaccination | Linda Nolan : Flu vaccination will be available at both practices from September 21st. |  |
| 6.Patient Satisfaction Survey 2012/13 | LN: A new audit will be required at the end of March 2013. | Becky Degia to discuss with PRG group December 2012 |
| 7.Did not attend (DNA)  | Linda Nolan : July 2012 there were 605 DNA out of 5917 appointments = 9.7%Not sure how this compares with other surgeries.  It was decided that only previous figures for the two practices would be researched and that data about other surgeries in the district would not be researched.  | Linda Nolan to look at last 6 months figures at both practices.   |
| 8.Additional items | Dedicated clinic information:  Two new full time Health Care Assistants (HCA) have been appointed.  Part of their role is to set up a travel vaccination clinic at Manor Surgery; this information will go into the new Practice leaflet. | Becky Degia: will  bring  the current leaflet to PRG group |
| 9.Disabled patients at Parker Drive | There were issues where a disabled patient, who cannot climb the stairs and needs to see the nurse, has to be seen in the back office at Parker Drive. Clerical staff remained in the office and patients could hear their conversations on the telephone and also lacked privacy due to the glass window in the office door and broken window blinds. Mr Taylor asked if one of the downstairs consulting rooms could be converted into a treatment room and the consulting room moved upstairs. As this problem had been brought up previously by Mr Taylor the following improvements had been made:Window blind has been installed on the office doorNew window blind fitted to the office windowStaff are asked to leave the office when a treatment is taking place.Patients are offered an appointment to attend Manor Medical centre where there is a downstairs treatment room and lift if they need to be seen upstairsThere is one appointment allocated every afternoon at 3pm (except Thursdays) for the nurse to see a patient who cannot climb the stairs in one of the downstairs consulting rooms.  | Becky Degia: Further discussions are to take place at the doctors meeting with regards to converting downstairs consulting room into a treatment room.  |
| 10.Parking at Parker Drive surgery | Joseph Taylor had noticed that a member of staff  was  parking at the front of the surgery instead of using the staff car park at the back of the surgery | Becky Degia to contact all staff to remind them of parking regulations |
| 11.Mobile phone text message | David Robinson: as it wasn’t possible to make an appointment 3 months in advance, was it possible to have a text reminder?Linda Nolan explained that at the moment only DNA, reminders 2 days before clinic appointments and confirmations of appointments were possible. |  |
| 12.Healthy living centre | Joseph Taylor: Packwood Road Healthy Living Centre is not being used: could Parker Drive surgery move into these premises? Dr Jawahar came into the meeting and said he would contact Primary Care with a business Plan. | Dr Jawahar: to contact Primary Care |
| 13.Clinical Commission Group (CCG) | Dr Jawahar made the group aware of the following points :1. The surgeries belong to the ‘Millennium locality of the City commissioning group’ which serves the population of about 72000 patients. He leads this locality and is also one of the City CCG board members2. He also leads COPD services to the population of the city 3. LCC (Leicester City commissioning group) has one accountable officer, 2 co-chairs and full board and Public members chairing various committees 4. The surgery is at the pathfinder stage and has applied for statutory NHS body status. Approval with conditions is sought by October2012. 5. It has been requested that the PPG gets fully involved in understanding population health needs and advice and help for the PPG has been requested to achieve this. 6. The PPG is being asked to help the City Commissioning Group to effectively communicate with the population it serves. |  |

Date of next meeting:

Thursday October 11th 2012 @1pm

Venue: Manor Medical Centre