

PATIENT REFERENCE GROUP (PRG)

MEETING HELD MANOR MEDICAL CENTRE

Thursday 1st December 2011 4 pm

MINUTES

Chairman: Becky Degia

Attendees	Becky Degia, Linda Nolan, Ann Winfield, David Robinson, Claire Jackson, Liz Mackness, Gurmaj Dosanjh, and a warm welcome to new Members this week, Mr and Mrs Pankhania, (Sudha and Ramji).	
Apologies	Dr H V Trivedi and Dr Jawahar, Julie Parker, Mr Dosanjh, wondered why, Dr Trivedi, had not attended, and whether the doctors did not think the group was important enough, Becky explained that this was not the case and we will have input from the doctors, it just happened to be a very busy time at the moment and doctors had prior engagements.	
Purpose of the group	Becky gave a brief introduction to explain the purpose of the group for the benefit of the new members. 1. To improve dialogue between practice and patients. 2. Work together to improve service delivery. 3. To make positive suggestions about the practice and the wider health care needs. 4. To provide an opportunity for local people to become involved in the planning of new services and development of existing services.	

Patient survey	<p>The patient survey has been our main agenda item since the start of the group and we now have the final copy of the survey ready to distribute to patients, and it is with thanks to the group for their input which has helped to get this so far. Liz and David have also offered to help with the results and analysis.</p>	
Recruitment	<p>Becky asked for confirmation from the group as to where the posters and advertising were actually put up, we need to document this for the PCT, and the list is as follows: Marwood Road Postoffice, Seven school councils, Thurmaston Times, Local chemist in Thurmaston, Chemist in Norwich Road, we are still looking at advertising in the Charnwood magazine, and Leicester Link.</p>	
Next meeting	<p>We discussed the best time and timings to hold these meeting, and all seemed to be happy with the earlier time to start especially during the winter. Mid February was agreed for the next meeting and 3.30pm start time, it was also agreed that we will have tea/coffee and biscuits at the meetings.</p>	
AOB	<p>Suggestions made by group: Claire, made a couple of suggestions for the practice to think about:</p> <ol style="list-style-type: none"> 1. Better signage around the building as many doors have nothing on them, 2. Name badges for staff, 3. The possibility of a community project of some kind such as a library for all to use to get the community involved. <p>Mr Pankhania, asked if the practice sends out routine reminders to patient who need reviews and whether we will be re introducing the over 75 checks. Linda explained that we do send out screening appointment letters to patients with long term conditions, also letter to patients who require to see GP for other reasons such has</p>	

blood results etc, but unfortunately over 75 checks have not been part of the Gp contract for some time, however, we do offer NHS health checks for patients aged 40 to 74 years.

Liz, said some pharmacies were do medicine use reviews and she thought this was a very good idea.

Mr Dosanjh, asked if we still had open appointments on Mondays to allow ease of access to people who phone in for an appointment, this was confirmed, he also wanted to know if it was possible for patients to walk in an request an appointment on a Monday rather than phone, as many elderly patients do have trouble getting an appointment when they phone. Linda said that would not be a problem, they will be offered an appointment just the same as if they had phoned, however, the time of appointment would depend on availability and may mean them coming back at a later time.

Next meeting to be arranged in February 2012

