

HIGH FIELD SURGERY – PATIENT REFERENCE GROUP

Minutes of the Patient Reference Group held on Tuesday 12th January 2016 commencing at 6.30pm

Present: Chair - CG / KB.
BA, CA, DM, DP, ES, LW

Practice Manager - Mike Holmes (MH)
Assistant Manager - Janet Towler (JET)

CG opened the meeting indicating it was time for a re-shuffle and was standing down as Chair and handing over to KB. The proposal was voted on and passed unanimously.

CG extended his thanks to MH and JET and also wanted to pass on his thanks to all the staff and GP's at the Surgery for their outstanding work.

KB took over the meeting and thanked CG for his Chairmanship over the last few years. MH also thanked CG for his work since the inception of the group, without which progress could not have been made.

1. Apologies and Introduction

Apologies: TA, MA, GB, MK, LB, PR

Welcome was extended to two new members of the group – ES & LW

2. Minutes

The minutes of the last meeting 15th September 2015 were approved.

3. CCG Briefing

KB briefly told the Group that he was involved with the Leeds West CCG Patient Assurance Group (PAG). The CCG were currently reviewing Gynaecology services and using a patient engagement programme to see about patients being treated in the community. PAG also involved in using guidelines on inhaler usage also being used to try to reduce the amount of issues, communication on Diabetes self-testing and a survey on Endoscopy services.

KB raised issue of our extended hours hub service, did they have PPG input. MH said not but he would raise this at the next management meeting to look at if the hub pilot is extended into late 2016.

4. Matters Arising

A small number of the group had an extremely productive meeting in November to establish some possible future priorities for the group to address (Thank you to KB, DM and BA).

The proposal is to assist the Practice in the following areas which align with some the Practice policies for the coming year.

- Encourage on line booking (currently 2nd highest in Leeds for on line usage)
- Electronic prescriptions (25% of patients have nominated pharmacy)
- Promote Pharmacy First
- Collect up to date mobile numbers and email addresses
- Patient survey
- Feedback and input into the next Practice leaflet

MH gave an explanation about repeat dispensing and also indicated that currently issuing of controlled drugs electronically cannot be done at present but is pending.

There was a discussion about how to improve uptake of these services and what would be acceptable from a patient perspective.

Suggestions included:

- Using our text message service to promote the services, how many broadcast SMS messages would be acceptable
- Reception / Apprentice staff to sit in the waiting area and help collate up to date numbers/ email addresses depending on resources. Members of the Group indicated a willingness to come along and encourage patients to use the on line services and if necessary help / demonstrate to other patients.
- Promotional or Blitz weeks when resources allow to create more uptake
- More TV screen messages in reception

Also discussed was whether the group would like to run a survey to capture wider patient opinion and ideas. The surgery receives outstanding Friends and Family Test feedback but this rarely provides us any constructive feedback.

Finally, MH asked for patient feedback on our practice leaflet when it was reprinted/amended in March/April this year. Copies of the existing leaflet were distributed.

The following was agreed

- The PPG to run a mini survey including what other services patients would like to see
- Re-design of the Practice leaflet – PPG happy to provide feedback when appropriate as to what patients would expect to see in the leaflet?

MH will email all members of the Group for their input, ideas, opinions and questions for the survey and leaflet.

6. Next Meeting

The date of the next meeting was fixed for Tuesday 10th May 2016.

KB thanked everyone for attending

The meeting closed at 7.30pm