

Hessle Grange Medical Practice Patient Representative Group

held on Thursday 28th June 2018 at 4.00 pm
in the Large Meeting Room

Present:	(PH)	(PRG Chairman)
	(EB)	(PRG Member)
	(BHe)	(PRG Member)
	(SN)	(PRG Member/Secretary)
	(JP)	(PRG Member/Office Supervisor)
	(LS)	(PRG Member/Administrator)
	(AS)	(PRG Deputy Chair/Practice Manager)
Apologies:	(AP)	(PRG Member)
	(SP)	(PRG Member)
	(SSG)	(PRG Member)
	(RW)	(PRG Member)

ACTION

1. Welcome

PH welcomed group members to the meeting.

AS drew attention to the email from SP stating she could not attend PRG meetings but the group felt she should possibly suspend her membership to such a time that she is able to start attending the meetings again.

2. Minutes and actions from previous meeting held on 3rd May 2018

It was noted that SSG had not sent details about third party information to the group.

AS would have to speak to the patient to seek permission for PH to contact them regarding email contact with the practice. AS

BHe requested that the date of the previous meeting be included in the heading. AS/SN
AS would add this to the minutes of 3rd May and SN would include this in future minutes.

PH had still not received online access to records and AS would chase this up. AS

PH was not able to attend the CCG meeting held on 6th June but will receive minutes.

BHe raised the issue of group members being ambassadors for the practice. This would be discussed at the next meeting.

The Terms of Reference had been amended.

AS still to provide a breakdown of practice staff. AS

PH would provide a photo for AS to design a poster for drop in sessions. PH/AS

AS would check if members' email addresses were up to date from the new confidentiality forms. AS

AS would resend the link to the animation which was not shown at the last meeting. AS

BHe raised the issue of publication of the minutes of the group and AS confirmed she had not yet put these on the website and that those held at reception would also be updated. AS

BHe asked who gave permission for a GP to look at patient records and AS advised that the patient gives consent. Discussion also took place on readcodes.

The minutes were agreed as a correct record, subject to the date of the meeting being added.

3. Practice Feedback

AS reported that three GPs were leaving the practice and one had already left. The posts had been advertised but no-one had applied. As a result, the practice had applied to close the list to new patients again.

AS advised that an Advanced Nurse Practitioner had joined the practice and that the Lead Nurse was completing her training. From 2nd July these Clinical Practitioners would triage requests for on the day appointments. If patients asked to be put through to a secretary to request an appointment, they would be asked to ring back to be triaged.

PH asked if there was any impact following the retirement of Dr T from a nearby surgery. AS was not aware of an impact on the practice.

EB asked if there had been a problem with the practice phone system recently. JP was not aware of a problem.

JP explained that phone calls took priority over patients at reception, as receptionists did not know what would be on the end of the phone but were able to see the patients waiting. AS advised that from 2nd July, one receptionist would deal with the patient queue and not take phone calls.

4. Patient Feedback

PH looked through the patient comment book. An anonymous entry was about missing samples. AS advised that it was not easy to lose samples but was not able to look into this as the patient had not given their name. Another entry was about a missed scan as the letter was received after the appointment. AS explained that the letter would have been sent from the scanning department and not the practice. PH asked JP to pass thanks on to reception staff from another entry.

5. Any Other Business

Terms of reference to be amended to read that the Chairperson will serve for a *maximum* term of three years. AS to amend. Discussion took place on whether the group was equitable in relation to patients who worked full time and the majority thought that it was. AS

AS would circulate a draft annual survey for group members to consider as part of the workplan. AS

PH would attend the first two drop in sessions and then feedback to the group. He would not deal with complaints and this would be made clear on the poster.

Discussion took place on a Christmas celebration. It was agreed that a buffet be held at the practice on 13th December 2018 from 4.00 pm to 6.00 pm, which would also be used to promote the group to patients.

6. Date and time of next meetings

Thursday 6th September at 4.00 pm - PRG Meeting

Tuesday 13th November 2018 at 4.00 pm - PRG Meeting

Thursday 13th December 2018 at 4.00 pm - Christmas Buffet/PRG Promotion Event

Thursday 24th January 2019 at 4.00 pm - Annual General Meeting

4.7.2018 (SN) Amended 05.09.18 (AS)

Signed off by all present at the 06.09.18 meeting.