

## Minutes of Patient Reference Group (PRG) Meeting on Tuesday 19<sup>th</sup> November 2013

Present: L H – Patient representative (Chair)  
NS – Patient representative  
PS – Patient representative  
JB – Patient representative  
Heather Carrigan – Practice Manager (HC)

Notes taken by: Heather Carrigan

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### 1. Apologies for Absence

DC – Patient representative  
CC – Patient representative  
Dr Rhona Macpherson  
Dr Sarah Lesley  
VK – Patient representative

### 2. Minutes of Last Meeting

Agreed.

### 3. Matters Arising from the Minutes

**Next step cards** – HC reported these are working well. She added that the A4 downloadable version for the website, suggested by Dr Rossdale, has been scrapped now as it is unlikely to be used. Instead of this, copies of the forms will be available at Reception.

**National summary Care Record** – JB asked HC to clarify the purpose of this. HC gave a brief overview of the Summary Care Record: to give healthcare staff in an emergency, access to details of allergies, adverse reactions and medication of patients. Consent will be sought where possible at the time of access. An advisory notice, comprising a brief summary and an opt-out form was sent to every adult in the UK during the summer. To opt-out of this initiative, it is necessary for patients to complete the opt-out form and return to the National team or drop it off at the Surgery. These are available to download from the website and in paper copy from Reception.

### 4. Patient Survey 2013-14

HC circulated some suggestions for questions for this year's survey. With some inclusions and minor amendments, these were approved by the Group members present. HC will arrange for the survey to be drafted and will circulate to all Group members for final approval.

### 5. E-forum for Patients

HC reported that she is keen to get this up and running now and will contact the company that manages the Practice website to see what is involved in setting it up. HC added that she feels that one of the many benefits will be improved communication from the Practice to its patient population. Any use of the e-forum for malicious purposes can be vetoed via cancellation of a person's access rights.

## 6. AOB

**Visual display for waiting room** – LH asked HC if there was any news on this. HC replied that it is still on the agenda, but still no funds for it currently. HC said she hopes to include within the project plan for Practice refurbishment.

**A talk by Dr Fielding** – LH suggested a follow-up talk by Dr Fielding in the New Year on changes within the NHS. HC agreed to speak with Dr Fielding.

Repeat prescriptions – LH asked whether the Practice has any plans to switch to electronic transfer of prescriptions to pharmacies. HC replied that when she enquired about this some months ago, it was not available in the Bristol area and it has not been offered the Practice. HC will check with the NHS Medicines Management Team about the timescale for the introduction across Bristol and report back at the next meeting.

## 7. Date of Next Meeting

Monday 21<sup>st</sup> January 2014 at 5.30pm