

Minutes of Patient Reference Group (PRG) Meeting on Tuesday 6th August 2013

Present: LH – Patient representative(Chair)
NS – Patient representative
PS – Patient representative
VK – Patient representative
JB – Patient representative
CC – Patient representative
Heather Carrigan – Practice Manager (HC)

Notes taken by: Heather Carrigan

1. Apologies for Absence

DC – Patient representative
JG – Patient representative
Dr Rhona Macpherson

2. Minutes of Last Meeting

Updated to include an amendment to AOB:

JB requested that address of the Walk-in Centre in Broadmead is amended to include a reference that it is sited within the Boots store, as difficult to locate by its street address of 59 Broadmead, alone.

HC apologised for omitting this from the Minutes and assured JB she would get the website updated asap.

3. Matters Arising from the Minutes

Disabed parking bay; HC still chasing. Bristol City Council still promising that it is on minor traffic scheme list.

New Group members; no movement on this.

Residents Parking: ongoing. Awaiting more details on consultation process and implementation timescale

4. 'Next Step Cards' for Patients

JB reported on her discussions with Dr Rossdale re the cards. HC circulated some mock-ups in various sizes, produced by Mel Templer, Assistant Practice Manager. JB was keen to stick with the wallet-sized card. Other members felt that something larger, that could be folded, would be easier to read. HC agreed to take suggestions back to Mel, for her to produce revised version. Members felt tick boxes were a good idea, with some space for the doctor to write, as well. A suggestion from Dr Rossdale is that a downloadable A4 version is available on the Practice website. All agreed this was a good idea.

5. Giving Results to Patients

LH gave a brief overview of the background to the item. SL explained how reporting on blood tests and other pathology results is managed within the Practice. Pathology tests are requested electronically. The incoming, electronic, results are viewed by a clinician and commented on. Comments are chosen either from a picking list (eg, 'tell patient normal no action'; 'ring doctor'; 'ring nurse') or have a free text entry. Normal results are often processed by the Nurse Practitioner. Abnormal results are dealt with by either the requesting clinician or if on leave (or not due in that day), by another doctor.

JB expressed concern that results are given to patients by Reception without being seen by a clinician. SL and HC reassured her that this is not the case. The results are only available in a patient's medical record once reported on and commented on by a clinician.

SL reported that how the Practice views results is due to be discussed at a forthcoming Partner/Practice Management meeting later in August

Data Protection

HC reported on a concern she has about publishing the Minutes of Group meetings on the Practice website with member's names. Previously, she has used initial and surname only, but proposed that only initials are used in future. Group members agreed this was a good compromise and would feel more comfortable with this. HC will action the change.

6. AOB

Advertising for new members; JB circulated some posters she had designed. All agreed they were an excellent idea. HC will use them as a basis for re-drafting the recruitment poster.

None

7. Date of Next Meeting

Tuesday 1st October 5:30pm – 6:30pm