

Minutes of Patient Reference Group (PRG) Meeting on Tuesday 1st October 2013

Present: LH – Patient representative (Chair)
J G – Patient representative
NS – Patient representative
PS – Patient representative
JB – Patient representative
Heather Carrigan – Practice Manager (HC)
Dr Sarah Lesley (SL)
M Templer – Assistant Practice Manager (MT)

Notes taken by: Heather Carrigan

1. Apologies for Absence

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

2. Minutes of Last Meeting

Agreed.

3. Matters Arising from the Minutes

Disabled parking bay; HC reported that the disabled parking bay is now in place. LH and HC will write and thank former Councillor Blythe and James Dowling in Traffic Management at Bristol City Council for their help and support with this project.

Residents Parking: No update on this yet. Awaiting consultation period.

4. 'Next Step Cards' for Patients

Mel Templer joined the meeting to update members on progress with the 'next steps' cards. She circulated the final draft. All agreed this was excellent and approved the draft. MT will arrange for it to be available on the website for patients to download.

LH thanked MT for her work on the cards and JB for her input.

5. Giving Results to Patients

SL gave a brief update on the outcome of the review of processing results within the Practice. The main finding was that clinicians do not always add

meaningful comments to results, which are then given to patients by Reception and this will be improved on.

SL reported that there were split views amongst the Partners about reviewing the incoming results and whilst SL herself favoured seeing her own results when possible, others were happy for them to be reviewed by another clinician.

Normal results will continue to be filed as per Practice protocol. LH queried this and asked for the consulting GP to note in the patient's medical record when requesting pathology tests, if a normal result would indicate that something else was awry. After some discussion, it was agreed that the 'next steps' cards would be very good in this respect. The GP could list the steps that patient should take.

6. Patient Survey 2013

LH asked members to think about questions for this year's patient survey. HC reported that she had investigated the possibility of using the University of Bristol survey tool. However, this proved to be more costly than thought, at around £500. HC suggested keeping the survey simple this year, with 4 - 5 topical questions. Members agreed and LH asked for suggestions to be sent to HC for discussion at the next meeting.

7. National Summary Care Record/Local Connecting Care Record

HC gave a brief overview of the National Summary Care Record and the Local Connecting care Record and advised members that if they wished to opt out of the latter, they would need to complete an opt-out form, available via the website or from Reception. A Summary Care opt-out does not cover the Local Connecting Care Record.

8. AOB

E-forum for patients using pin access via the website. HC is looking into this and has discussed with the Partners. Website designer has confirmed he can set this up. HC will report back to members with more information at the next meeting.

7. Date of Next Meeting

Tuesday 19th November 5:30pm – 6:30pm