

**Minutes of Patient Reference Group (PRG) Meeting
Held on Wednesday 3rd December 2014 5:30pm – 6:30pm**

Present: L Hart (LH) – Chair
N Sage (NS)
P Sage (PS)
J Gerrish (JG)
D Crayton (DC)
C Crayton (CC)
C Trelawney-Ross (CTR)
R Kendall (RK)
J Barker (JB)
J Margrie (JM)
J Nelki (JN)
Heather Carrigan (HC)

Notes taken by: Heather Carrigan

1. Apologies for Absence

V Kies (VK)

2. Minutes of Last Meeting

Approved.

3. Matters Arising from the Minutes

None

4. Care Quality Commission (CQC)

LH informed members that from a conversation with Dr Fielding, he learned of the Practice's ranking as an at-risk practice owing to low prevalence in certain disease areas, namely Heart Disease and severe respiratory disease. This coupled with a slightly lower than average response in the national patient survey to a question about whether patients who stated that the last time they saw or spoke to a nurse, they were good or very good at involving them in decisions about the care, elevated the practice to a band 1 (the highest priority for an inspection). Matters have been compounded by a data entry error on the CQC monitoring report in relation to another patient survey question (resulting in a low scoring indicator), which further added to the at-risk categorisation.

HC explained that data is pulled from various sources such as the Quality and Outcomes Framework (QOF) and the GP Patient Survey, and includes indicators covering a range of GP practice activity and patient experience along with local information from the Bristol Clinical Commissioning Group.

HC added that the practice had been expecting notice of a CQC inspection imminently, but now understood that the visit was unlikely to take place in

December and would more likely be in April/May next year, as the inspectors were busy in another area of the city currently.

LH canvassed opinion amongst the members as to whether the Reference Group should write to CQC, in support of the practice. The overwhelming view of members is that a response to the banding should be lodged with the Commission at a time deemed appropriate by the Practice.

(Post-meeting note – following a national review of the banding by CQC, the practice's position has improved slightly to a category 2.)

5. Friends and Family Test (FFT)

HC informed the Group that the Friends and Family Test is now live in the Practice and can be completed by patients in response to a text message they will receive on their mobile following a consultation, via a link on the practice website and in paper format in the practice. The focal point of the FFT is a question asking whether patients would recommend the practice to friends and family, based on their experience of the practice. HC reported that response rate is good and she will report on the first month's results at the next meeting.

6. Access to Medical Records

HC reported that the practice will start to work with the small group of patients to pilot this service with initially. Patient access to medical records will be with the explicit agreement of their usual GP. Patient access will be more widely available from the end of March, at the end of the pilot. Again, patients will need to agree the level of access with their usual doctor.

7. AOB

LH reminded members that they can add items to the agenda or raise them in the AOB section.

Electronic transfer of repeat prescriptions to pharmacies (EPS2); LH enquired whether there is any update on this. HC responded that funding was still unavailable for this to practices not signed-up as early adopters.

(Post-meeting note – the practice has now been advised that funding is again available for EPS2 and the practice will be joining with other local practices in the Clifton area to take this project forward in the New Year.)

Patient survey; HC reported that she will be running a patient survey shortly and circulated copies of the GPAQ questionnaire to members. She asked the Group to let her have their thoughts on the format with a week or so.

8. Date of next meeting

Wednesday 14th January 2015; 5:30pm – 6:30pm at the Surgery.