

**Minutes of Patient Reference Group (PRG) Meeting
Held on Wednesday 11th June 2014 5:30pm – 6:30pm**

Present: L Hart (LH) – Chair
D Crayton (DC)
C Crayton (CC)
N Sage (NS)
J Nelki (JN)
J Barker (JB)
V Kies (VK)
J Gerrish (JG)

Heather Carrigan (HC)
Mel Templer (MT) – part attendance

Notes taken by: Heather Carrigan

1. Apologies for Absence

C Trelawney-Ross (CTR)
P Sage (PS)

2. Minutes of Last Meeting

Correction – the addition of JB to the attendance list. HC apologised for the omission.

3. Matters Arising from the Minutes

Patient survey – HC reported that this will be replaced nationally by the Friends and Family Test (FFT), which essentially asks if patients would recommend the Practice to friends and family. The FFT is being piloted currently in the Practice by way of an electronic survey form on a tablet device. When the evaluation is complete and the survey is rolled-out, it will also be available in paper format.

Visual display call system – HC confirmed that this is still on her agenda as part of the Practice refurbishment programme. In the meantime, she will remind clinicians to speak-up when calling patients. It was suggested that they call the room number first – before Doctor's name.

Phasing-out of the walk-in blood clinics – HC reported that this has gone well, with the majority of patients responding positively to the number and range of booked appointments available through the day. HC confirmed that the few patients that have arrived for a walk-in clinic unaware of the change, have been fitted-in (some slots have been set aside for this purpose, but are being removed now).

Next steps' cards – group members are still reporting that the cards are not being offered routinely to patients requiring follow-up. HC will ask Mel to remind all GPs to use them.

4. Chairmanship of the Group

LH outlined the duties of the Chair and invited nominations for the coming year. Members unanimously asked LH to continue as Chair. He accepted and was elected for a further one year term.

LH stressed that he is happy for members to have his contact details: address and telephone number.

5. Physio Clinic Space

MT joined the meeting and gave the group an overview of the plans for the clinic space. Members toured the clinic rooms and viewed the architect's drawings.

LH thanked Mel for her time.

6. Bristol Community Health (BCH)

JB expressed her concern at the apparent privatisation of NHS Services. Her concern was echoed by other members. HC acknowledged their concern, but felt there was little that could be done at Practice level and certainly in the case of BCH, service levels are being maintained.

7. AOB

Postage – JG expressed concern about the length of time a letter had taken to reach her with clinical results. HC explained that post is routinely sent second class and the Practice was now using a local, accredited, postal service in common with a number of other Practices in Bristol. HC assured members that she would review the service. HC felt that warfarin results, although phoned through to patients, should go by first class post and would instigate this.

Post-meeting note. Following the meeting HC received a number of complaints from patients about late delivery of post and following a service review, has reverted to the Royal Mail postal service.

8. Date of next meeting

Wednesday 30th July 5:30pm – 6:30pm