

## Minutes of Patient Reference Group (PRG) Meeting on Tuesday 21<sup>st</sup> January 2014

Present: LH – Patient representative – Chair  
VK – Patient representative  
DC – Patient representative  
NS – Patient representative  
PS – Patient representative  
JN – Patient representative  
CTR – Patient representative  
Heather Carrigan – Practice Manager (HC)

Notes taken by: Heather Carrigan

---

### 1. Apologies for Absence

JG – Patient representative  
JB – Patient representative  
AT – Patient representative

### 2. Welcome New Members and Introductions

LH welcomed new member, JN to the Group

### 3. Minutes of Last Meeting

Approved.

### 4. Matters Arising from the Minutes

**Next Steps' cards** – HC confirmed that they were being used and would ask Mel to replenish the stock in the consulting rooms.

**e-Forum** – LH asked HC about progress with this. HC admitted that she had 'cold feet' now that it had been withdrawn from her own surgery locally and would like to know why before subscribing. HC will make some enquiries and report back at next meeting.

### 5. Patient Experience Survey 2013-14

HC circulated a draft of the proposed survey, which was reviewed by members. There were suggestions for some slight wording changes and the inclusion of an additional question "How easy is it to see your GP of choice". HC will make the revisions and the survey will be run within the next few weeks. It will be available in paper copy from Reception, via the Practice website (where it can be completed on-line) and via a smart phone quick response code.

The results will be available for review at the next meeting.

## **6. Computer System Upgrade**

HC informed Group members that the Practice computer system is scheduled for upgrade on 19<sup>th</sup> February and there will be some service disruption during the transitional phase. She explained that this is a major undertaking for the Practice, involving the transfer and re-configuration of all add-on systems, such as the automated phone booking service. Many hours of staff training will also be required. She stressed that urgent service-provision would not be affected. Patient information will be available via the website, in paper copy from Reception and via a recorded message prompt on the phone system.

## **7. AOB**

Phlebotomy – JN reported that a patient had expressed concern to her about the Phlebotomist's seeming lack of knowledge about aspects of the job during a consultation. HC asked whether this was recently, as a trainee Phlebotomist joined the Practice in December. JN said that this related to an incident back in the summer (August-time). CTR also commented that she had encountered a similar problem. HC apologised and said she would feed this back to the Nurse Manager, Chris Milsom.

HC reported that the Practice is recruiting an experienced Healthcare Assistant to join the Nursing team. This will enable the Practice to offer more blood-test appointments, routine blood pressure checks and wound dressings. This will also ease the congestion at some of the walk-in blood clinics.

HC asked Group members to consider whether the meeting days could be rotated, for example a Tuesday. Wednesday, Thursday, as JG is unable to attend routinely on a Tuesday. The Group agreed and the next meeting will be held on a Wednesday. A Thursday is difficult though, for one or two members.

## **8. Date of Next Meeting**

Revised date: Wednesday 12<sup>th</sup> March 5:30pm – 6:30pm