

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

Present: L Hart (LH) – Chair
N Sage (NS)
P Sage (PS)
V Kies (VK)
J Gerrish (JG)
Heather Carrigan (HC)
Dr Pert (BP) – part attendance

Notes taken by: Heather Carrigan

1. Apologies for Absence

C Trelawney-Ross (CTR)
D Crayton
C Crayton
J Nelki

2. Minutes of Last Meeting

Approved.

3. Matters Arising from the Minutes

Patient survey – Friends and Family Test; LH asked HC when the electronic survey via the tablet is due to end and whether any results will be available. HC responded that the survey should have finished at the end of May, but the table was still on site and up and running currently. HC added that take-up had been very disappointing, with only 10 responses recorded. The Friends and Family test survey is due to be rolled-out formally in the autumn, when it is hoped it will be available in paper format also, which should improve the response rate.

4. Becoming a Training Practice

Dr Pert joined the meeting to give an overview the Practice's plans to become a training Practice within the next year. Initially, this will involve qualified doctors (two years out of medical school) known as F2s, rotating through the Practice over a 4-month period. They will have a nominated mentor, will be able to consult with patients and will have a series of tutorials to support their learning. They will be under careful clinical supervision at all times. Seeing an F2 doctor is optional for patients and full clinical responsibility rests with Practice.

This is a very positive step-forward for the Surgery and there are a number of benefits for patients and the Practice:

- the Practice clinicians can pass learning onto the new generation of doctors coming through the system

- it will keep the GPs in the Practice on 'their toes' and up-to-date
- quality bench-marking and quality control
- it will further enhance the reputation of the Practice
- the number and range of appointments available for patients will increase

Once the Practice is proficient at managing F2s, there are opportunities for expanding the programme to include ST2s (more experienced doctors specialising and looking to become GPs) for a six-month placement and ST3s for up to a year, leading to certification allowing them to practice as GPs.

5. Extended Hours (Appointment Schedule)

HC outlined the changes to extended hours this year (access to the Practice and appointments outside core hours of 8:00 am and 6:30pm Monday to Friday)

- the addition of first contact and routine consultations with our Nurse Practitioner, Chris Milsom, from 7:30 on a Tuesday morning
- early morning blood clinic from 7:30 on a Tuesday
- some early morning GP availability from 7:30 on a Tuesday
- a range of Healthcare Assistant appointments are available until 7:00 on a Wednesday evening (excluding blood tests). These appointments are particularly suitable for NHS health checks
- the addition of more evening nurse appointments – until 7:00pm on a Wednesday evening
- the additional of some GP appointments until 7:00pm on a Wednesday

Saturday morning opening from 8:30 – 10:30 with pre-bookable GP appointments will continue.

6. AOB

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8. Date of next meeting

Note change of date to Wednesday 29th October 2014; 5:30pm – 6:30pm.