

Minutes of Patient Reference Group (PRG) Meeting on Tuesday 2nd July 2013

Present: LH – Patient representative (Chair)
 NS – Patient representative
 PS – Patient representative
 VK – Patient representative
 JB – Patient representative
 JG – Patient representative
 CC – Patient representative
 DC – Patient representative
 Heather Carrigan – Practice Manager (HC)

Notes taken by: Heather Carrigan

1. Apologies for Absence

Dr Sarah Lesley
Dr Rhona Macpherson

2. Minutes of Last Meeting

These were approved.

3. Matters Arising from the Minutes

Disabled parking bay; still outstanding. HC reported that she had spoken again with James Dowling at Bristol City council, who assured her that it has not been forgotten, it is still going through the system and is being priced currently.

Patient survey; JB queried how the survey was publicised to patients. HC replied that it was available via the Practice website, a sticker referring patients to the on-line version was attached to repeat prescription re-order forms and copies of the questionnaire were available at the Surgery over a 2-week period.

New Group members; NS reported that he had attended a childhood immunisation clinic on a Friday afternoon and together with HC, had canvassed parents. Although they were receptive, those approached were unable to commit to the Group owing to other priorities and the demands of a young family. HC reported that she invited people to drop in and see her when at the Surgery, but so far there had been no takers.

Residents parking; HC reported that she had met with Charles Lucas, one of the Clifton Councillors. The Surgery falls within the Clifton West ward, which is pushing for accelerated introduction of the scheme. The other side of Pembroke Road falls within Clifton East, which wants more consultation. Mr Lucas, whilst empathising with the Surgery's concerns made it clear that his priorities lay with the residents who vote and not with businesses. He did agree to request an extension of proposed free 15-minute waiting period to 30 minutes. Updated information on the Bristol City Council website is awaited.

HC told the Group that the Practice is not going to ask patients for support in any approach to the Council, as the Partners recognise that for many the introduction of residents parking may be welcome.

4. **'Next Step Cards' for Patients**

JB explained the background to the cards and circulated a 'mock-up'. The idea behind the cards is that the patient knows what the next step is following their consultation, eg the GP will indicate if a follow-up appointment is needed or whether a blood test is needed and what to do following this.

HC suggested that the back of the card could be used for general patient information, such as when to phone in for blood and x-ray results.

Group members all agreed this was an excellent idea. HC will take the idea forward within the Practice and report back at the next meeting

5. **AOB**

Continuity of care; DC voiced a concern about continuity of care and the difficulty he had encountered in trying to see the same doctor for follow-up and indeed for a phone consultation. This was echoed by other Group members. HC responded that the Practice is aware of this problem, which is common to most GP Surgeries, and that there is no easy solution. The Practice supports continuity of care, but owing to the pressure of demand on appointments and allowing for clinicians annual leave and study, it is impossible to guarantee that patients will always see the same doctor. The Practice also has 4 part-time doctors, which often extends the waiting period for an appointment with them. HC added demand and capacity is under review, along with some service re-design initiatives to ease the pressure on appointments.

Giving results to patients; LH raised a concern about the giving of results to patients, namely, when a result is normal and relayed to the patient as 'normal', but which in fact, is an indication that some action is needed. The patient may be unaware of this and if the result has not reviewed by the requesting clinician, follow-up may be overlooked HC suggested that this would be a good area to discuss with SL, as she is looking at results as part of a workflow project within the Practice. SL to discuss with Group at next meeting (HC will ensure that she is able to attend.)

Walk-in Centre in Broadmead; JB requested that address of the walk-in Centre is amended to include a reference that it is sited within the Boots store, as difficult to locate by its street address of 59 Broadmead, alone.

HC to action.

6. **Date of Next Meeting**

Tuesday 6th August 2013 5:30pm – 6:30pm

