

Minutes of Patient Reference Group (PRG) Meeting on Tuesday 21st May 2013

Present: LH – Patient representative (Chair)
NS – Patient representative
PS – Patient representative
VK – Patient representative
Heather Carrigan – Practice Manager (HC)
Dr Sarah Lesley (SL)

Notes taken by: Heather Carrigan

1. Apologies for Absence

JG – Patient representative
Dr Rhona Macpherson
DC – Patient representative
CC – Patient representative

2. Minutes of Last Meeting

These were approved.

3. Matters Arising from the Minutes

Disabled parking bay; still not painted-up. HC reported that she spoke again with the Traffic Management Team at Bristol Council a few days earlier, who said that the delay was due to the training of apprentices and that the job should be completed within the next week.

Patient Survey; a brief discussion about the poor take-up and some of the anomalies in the results. LH highlighted Q4, which needed to be re-drafted in light of Practice's actual procedure.

New Group members; HC reported that no new members have been recruited. NS offered to attend one of the child immunisation sessions to talk with parents about the Group and its activities to try and engage a younger group of patients to consider joining the Group. HC said she would accompany him. NS to phone HC to arrange a convenient date.

Following-up non-attenders; Group members expressed concern about the numbers of non-attenders.

4. Neighbourhood Partnership

HC reported that she had attended the Clifton Forum meeting on the 22nd April along with Dr Tony Fielding, to find out more about the residents parking scheme proposals for Clifton. The main points of the meeting were:

- No right of legal challenge
- 18-month timescale for introduction to Clifton, Redland and Westbury Park

- Likely to be between the hours of 9:00am and 5:00pm
- Mayor may consider a bespoke scheme for a whole area, eg Clifton, but not parts of
- Metered bays for up to 3 hours of parking (£1.00 per hour)
- Some business permits available to purchase
- Free permits for visiting carers

HC reported that she had e-mailed the Council to request a meeting urgently to discuss the detail of the proposals, but had received only an automated response. A follow-up phone call had elicited no response so far. HC will keep the Group informed about progress on this.

5. Changes to the GP Team

HC reported that Dr Sarah Owen has left the Practice and a Doctor is being appointed on a year's contract to cover her work whilst longer-term plans are being considered and to enable some work on demand and capacity as the Practice List continues to grow.

A new addition to the Nursing Team is Amy Dodd, a Treatment Room Nurse to broaden skill-mix and to replace the hours lost with Penny Nettelfield's retirement recently.

6. Action Plan Update

HC reported that she would re-look at the visual display system for the waiting room, review the financing of this and put it to the Partners for consideration in this financial year.

7. AOB

None

8. Date of Next Meeting

Tuesday 2nd July 2013 5.30pm – 6.30pm