

**Minutes of Patient Reference Group (PRG) Meeting  
Held on Wednesday 18<sup>th</sup> February 2015 5:30pm – 6:30pm**

Present: L Hart (LH) – Chair  
J Gerrish (JG)  
D Crayton (DC)  
R Kendall (RK)  
J Barker (JB)  
Heather Carrigan (HC)

Notes taken by: Heather Carrigan

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**1. Apologies for Absence**

N Sage  
P Sage  
C Trelawney-Ross

**2. Minutes of Last Meeting**

Approved.

**3. Matters Arising from the Minutes**

Care Quality Commission (CQC) – HC reported that there is nothing new on CQC to report. The practice may be inspected in March and will receive two weeks' notice of a visit. HC will left members know if there if anything changes.

On-line access to medical records. HC reported that this will go live at the end of March. On request and with their doctor's agreement, patients will be given access to their medication history, recorded allergies and adverse reactions in line with the summary care record information that is published on the national spine. Patients who have opted-out of the summary care record can still apply for online access.

**4. Patient survey results**

All agreed the results were encouraging. Of the 135 surveys distributed to patients by the nursing team (45 per nurse), 64 responses were received. Patient comments were generally very positive. Members agreed that overall the results were very good.

**5. Feedback from RK's meeting with Mel Templer**

RK gave an overview of her meeting with Mel regarding Reception. The issues discussed were:

- Moving the touch screen self check-in screen to the lobby to make room for a patient chair in Reception for less mobile patients to sit on whilst waiting to speak with the Receptionist
- A ticket system for patients to reduce the queues at the front desk (patient takes a ticket, sits in the waiting room and waits to be called to the desk)

- Repeat prescriptions – encouraging patients to use the pharmacy collection service, rather than calling in person

*Proposal: a note on repeat prescriptions advising patients of this service*

- A chair in Reception for less mobile patients to sit whilst waiting to speak with the receptionists (or for their carer to talk with the receptionist)

*Proposal: chair to be sited opposite Reception*

- Receptionists making eye contact

*Proposal; enhanced customer services training*

- Registering patients blocking the front desk whilst completing paperwork

*Proposal: patients to be given a clipboard with details of how to register, a registration pack and asked to sit in waiting room and complete paperwork*

LH thanked RK for undertaking this very worthwhile exercise. HC asked group members if they would like to take forward the issues raised and the proposals for improvement as this year's action. This was agreed and HC will circulate the action plan for comment once drawn-up.

JB suggested that the Reception could be improved with the removal of some of the 'tatty' posters and surfeit of notices. She added that the Reception needs some improvement work. HC explained that owing to the heavy cost of the general refurbishment work in the practice this was not feasible currently, although it is scheduled for re-decorating as part of the overall work schedule.

*HC will ask Mel to review patient notices and to look into different options for displaying important information*

DC asked whether a second touch screen could be located in the hallway close to the back entrance to enable patients entering that way to check-in without the need to go to Reception

*HC will look into this.*

## **6. Staffing update**

HC reported that Chris Milsom will be retiring at the end of March after 26 years with the Practice.

## **7. AOB**

HC reported that sadly JN has left the PRG owing to family commitments. It is hoped that she may re-join at some stage.

## **8. Date of next meeting**

Wednesday 22<sup>nd</sup> April 2015; 5:30pm – 6:30pm at the Surgery.