

**Patient Reference Group Meeting**  
**Minutes**  
**Colton Mill Medical Centre- Meeting Room**  
**19<sup>th</sup> August 1800hr – 1930hr**

<b>Attendance</b>	<b>Name</b>	<b>Role</b>
	Andrea Mann	Clinical Service Manager
	Lorraine Long	Organisational Manager
	Karen Cullimore	IT Manager
	Alan Parker	PRG Member
	Anita Smith	PRG Member
	Brian Black	PRG Member
	Christopher Coulson	PRG Member
	Mabelle Johnson	PRG Member
	Madeleine Dinsdale	PRG Member
	Mark Crowther	PRG Member
	Peter Butler	PRG Member
	Joyce Brown	PRG Member
<b>Agenda Item</b>	<b>Discussion</b>	<b>Action</b>
1	<p><b>Introductions</b></p> <ul style="list-style-type: none"> <li>• New members were welcomed to the Patient Reference Group (PRG). There are now 40 patients on the PRG database. They were all invited and 12 patients responded initially and we had 9 attend on the day.</li> <li>• Ground rules were discussed and agreed.</li> <li>• Members were updated with changes to the practice since April 2013.</li> </ul>	Agreed importance of regular attendance from the same members at each meeting to ensure consistency in the group and make improvements.

		<p>Additional meetings may be needed if new members wish to join</p> <p>Aim to have attendance of 8-12 members at each meeting</p>
2	<b>Review actions from previous meeting 11.3.13</b>	
2a	<p><b>Telephone system update</b></p> <ul style="list-style-type: none"> <li>• New system installed in April 2013</li> <li>• Telephone now has queuing system with options.</li> <li>• No longer have engaged tone unless overflow of calls.</li> <li>• Overall feedback has been positive, no formal complaints to practice or website since installed.</li> <li>• Still having a few teething problems due to multiple problems with installation from BT.</li> <li>• Currently, the system does not have the software to record messages whilst patients are waiting in queue. The management team plan to review the system with BT to see what improvements can be made now it's installed.</li> <li>• The practice can now audit the calls to review reception resources to deal with busy periods and wait times.</li> </ul>	<p>Feedback to members any proposed changes to phone system in future.</p>
2b	<p><b>Website Changes</b></p> <ul style="list-style-type: none"> <li>• GP and Nurse section (year of qualification, place of study and additional specialities have now been added).</li> <li>• Patient Reference Group Registration section now added.</li> <li>• Prescriptions and appointments now available online. Some members highlighted that the system online section for repeats and appointments is not clear on website.</li> <li>• The group discussed the proposed newsletter for the practice. Members suggested: brief sections for each topics to have links for additional information, Immunisation section for updates, Practice staff information and changes (would like photos if staff permitted), changes to services at the practice. It was proposed to have quarterly newsletters.</li> <li>• Suggestions and Comments section now added online and in reception.</li> <li>• One Member highlighted that the website still referred</li> </ul>	<p>Review system online to make improvements on website.</p> <p>Amendment made to website for NHS 111</p> <p>Add change of opening hours for Sept to website</p>

	<p>to NHS direct and not 111.</p> <ul style="list-style-type: none"> <li>• Change of opening hours – from September the practice will be open until 8pm on a Wednesday evening at Colton Mill MC</li> <li>• Practice website available from: <a href="http://www.coltonmill-thegrange.nhs.uk/">http://www.coltonmill-thegrange.nhs.uk/</a></li> </ul>	
2c	<p><b>Increase representation to Patient Reference Group</b></p> <p>At the previous meeting, one of the actions was to increase representation at the PRG Meetings. The following actions have been completed since April 2013.</p> <ul style="list-style-type: none"> <li>• Poster in Reception</li> <li>• Patient call system- message to be added</li> <li>• Application form on website</li> <li>• Application form in reception</li> <li>• Application form attached to new patient registrations.</li> <li>• Newsletter (currently being developed)</li> <li>• PRG database has increased from 8 to 38 since last meeting.</li> </ul>	Section to be added for PRG and minutes to be uploaded after each meeting.
2d	<p><b>Confidentiality in Reception</b></p> <ul style="list-style-type: none"> <li>• At the last meeting it was raised that patients would like to have more privacy when queuing and speaking to a receptionist.</li> <li>• Problem identified with queue when stood in front of electric doors at Colton, in cold weather the doors would remain open due to patients standing in front of the sensors whilst queuing.</li> <li>• Two different receptionists at Colton for two services (ENT and Dermatology Reception) and Practice reception. This presented problems with two queues.</li> <li>• The practice implemented a low cost system with number cards for patients wishing to speak to reception. Patients were asked to take a number and take a seat until called. A number of patients voiced their disapproval of this system and some refused to wait to be seen. This system was piloted at Colton for a few weeks but a decision has been made to withdraw the system due to negative feedback.</li> <li>• ENT and DERMATOLOGY services have now left Colton Mill and therefore provided Colton reception with extra space.</li> <li>• New Queue system is being piloted to have a queue line</li> </ul>	<p>Review pilot at next meeting</p> <p>Premises manager to review door sensor on automatic doors at Colton Mill Medical centre</p>

	<p>with space to provide some privacy and confidentiality on reception.</p> <ul style="list-style-type: none"> <li>• Notices in reception for patients to ask reception if they would like to speak in private.</li> <li>• It was raised during this agenda item that the timer on the electronic doors at Colton Mill needed to be reviewed. Currently, the doors close too soon if patients are slow to walk.</li> </ul>	
2d	<p><b>Reception Notices</b></p> <ul style="list-style-type: none"> <li>• The practice has taken on board comments from patients and staff regarding reception notices in the waiting room. The notice boards have been improved and updated.</li> <li>• A 'meet the staff photo board' is currently being produced to display in the reception area at Colton and The Grange for patients to know who is working at the practice and their roles.</li> </ul>	<p>Review meet the staff photo board at the next meeting</p> <p>A member of group requested the notice board for long term conditions has the leaflets on for the Expert Patient Programme.</p>
3	<p>The next agenda item was to discuss the changes to the NHS and General Practice. Practice involvement with the Clinical Commissioning Group (CCG) are:</p> <ul style="list-style-type: none"> <li>• Dr Donaldson is the lead GP and Andrea Mann is the Clinical Service Manager who attends regular meetings with the CCG and other GP's, Clinical Leads and Practice Managers from 43 practices in the Leeds South and East CCG.</li> <li>• Andrea Mann also works as the Lead Primary Care Nurse one day a week for the CCG to provide leadership to the nurses in the 43 Leeds South and East practices.</li> </ul> <p>The group decided they would watch the following video clips at home. The links to view the videos are available from:</p> <p><b>Kings Fund 'an alternative guide to the new NHS in England' (6min)</b>  <a href="http://www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england">http://www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england</a></p> <p><b>'An introduction to NHS Leeds South and East CCG' (3min)</b>  <a href="http://www.leedssouthandeastccg.nhs.uk/">http://www.leedssouthandeastccg.nhs.uk/</a></p>	
4	<p><b>Patient Survey to review</b> (GP Practice Patient Survey)</p> <ul style="list-style-type: none"> <li>• The results from the practice survey were briefly</li> </ul>	<p>Management team to discuss results further</p>

	<p>discussed and it was recognised that the results were not as good as the previous years, it was also highlighted that the practice had an increase practice population, less resource with staff changes and increased workload. It was recognised that many of the negative comments were regarding the appointment system and telephone system which has since been improved and having excellent feedback and less complaints.</p>	<p>at practice business meeting to improve next year</p> <p>Request to have online questionnaire next year on website</p>
5	<p><b>Comments Box / Suggestions in Reception</b></p> <ul style="list-style-type: none"> <li>• Since the last meeting, a comments and suggestions box was placed in reception at both sites and on the practice website. We have received a number of responses and now log them as part of our patient experience to comply with Care Quality Commissioning (CQC). We respond to any comments made that have requested a response. Some of the comments initially were regarding the telephone system which has now been improved.</li> <li>• The question was raised at the meeting about the practice population figures for male and female patients at the practice. Current figures were not known at the meeting but Andrea agreed to feed the information back to the group.</li> </ul>	<p>Patients registered from 21.8.103</p> <p>6059 female patients registered</p> <p>5723 male patients registered</p>
6	<p><b>Complaints</b></p> <ul style="list-style-type: none"> <li>• We regular review our complaints to improve our services to patients.</li> <li>• In Quarter 1 (April to June) we received no formal complaints, compared to Quarter 4 (Jan 2013 to March 2013) we received 3.</li> <li>• In April and July we ran an interactive group training session with all the practice staff. We looked at how we provide services to our patients and consider what our patients experience at our practice.</li> <li>• The areas we covered were: Reception, patient welcome and assistance, new patient registrations, waiting area improvements, appointment system, confidentiality, consultations, parking, communication, complaints, consent, safeguarding, CQC standards and compliance, incident reporting and website improvements.</li> <li>• One of our objectives since April 2013 has been to review our current services to make improvements for both patients and staff. We hope the reduction we have</li> </ul>	

	seen already in the number of complaints received has been as a result of the hard work and changes made at the practice.	
7	<p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li>We have recently recruited 3 new reception staff and expect to recruit a 4<sup>th</sup> receptionist by the end of August. This has been as results of recent changes to staff changes and reviewing practice resource to meet patient demand on reception. They will take a few weeks /months to fully train in all reception duties. Their names are Sarah Hewitt, Jane Gidman and Jennifer Shortell.</li> <li>As a training practice, we have recently increased the number of placements for Doctors at our practice. These are qualified doctors who are at various stages of training and work under the supervision of Dr Fox and Dr Lamb.</li> <li>We have recently had a number of locum GP's to provide cover until our new Salaried GP starts in October 2013 called Dr Wiper. Dr Wiper is a Female GP who has worked previously at the practice before leaving to work in Australia for a year.</li> </ul>	
9	<p><b>Services for future</b></p> <ul style="list-style-type: none"> <li>The group discussed which services they would like to have at Colton Mill to use available space at the surgery.</li> </ul>	Discuss at next PRG Meeting

**Next Meeting dates**

Monday 11<sup>th</sup> November 2013 at 6pm Colton Mill MC

Monday 10<sup>th</sup> February 2014 at 6pm at Colton Mill MC