

Patient Reference Group Meeting
Minutes
Colton Mill Medical Centre- Meeting Room
11th November 2013 1800hr – 1930hr

Attendance	Name	Role
	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
	Cyril Mecrate-butcher	PRG Member
Agenda Item	Discussion	Action
1	Introductions – no new members attended	Confirm e-mail addresses
2	Telephone system update <ul style="list-style-type: none"> • Feedback positive • The Group would like the system to say there in the queue • Also requested a separate telephone number for urgent telephone calls 	To meet BT and discuss options and cost of updating software – explained we were unable to have a separate number due to capacity of staff. Lorraine has been in discussion with BT regarding software and may be possible to add. BT to get back to practice
3	Feedback from PRG engagement and flu	All agreed they went really went at

	clinics	Colton with the help of a member of the PRG directing Patients and handing Summary of Care Records leaflets out. Patients commented that the appointments were better being slightly longer.
4	Ideas from the Group There was a group discussion regarding Summary Care Records; They would like volunteers to provide help in handing out forms and direct patients appropriately with explanation of reason to fill the form in and consent to sharing in and out of medical information with other providers. A member of the group commented that the position of the table in reception with summary care record forms was not positioned correctly	1 Management looking to see if the table could be moved to a more prominent position and maybe a volunteer to help hand out forms and direct patients appropriately. Table left in same position after consultation with reception staff for change. 2 Web site to be updated if possible with necessary information regarding summary care records. Website updated 3 Andrea to look into processing the form onto the web for patients to print of and complete. Link on website for opt out form 4 Make the information regarding Summary Care Records more prominent on the web site- on home page
5	Discuss new queuing system at both sites – it was felt that the grange was working well but uninviting to patients with the new frosted windows	1 It was explained that the reason why Patients need to queue was for confidentiality 2 the feed back has been fairly positive at the Grange and confidentiality has much improved and patients are queuing. 3 Colton is less confidential and a barrier is going to be installed for patients to queue behind. 4 The reason for queuing is placed on the call screen in reception
6	Script Box at Colton has been moved inside	Explanation was given why for confidentiality. The box was previously in the foyer and patients felt this was inappropriate – Preference to hand in scripts rather than put in box.
7	Electronic doors in foyer at Colton - set this to close slower	Premises Manager enquired and this is not possible.
8	Prescriptions – A member of the PRG asked if patients could be informed by telephone if there is a problem with prescription request	Andrea Mann said that this had been discussed recently at a Doctors meeting and Doctors were in agreement to contact patients if this happened. Explained not all patients can be

		contacted but a note with prescriptions should be given.
9	Complaints procedure was discussed	It was explained how complaints are dealt with and that patients should be informed at every step if a complaints form has been completed. Complaints are usually dealt with in house or over the telephone depending on patient preference and the complaint being investigated.

Next Meeting dates

Monday 10th February 2014 at 6pm at Colton Mill MC