

Patient Reference Group Meeting

Minutes

Colton Mill Medical Centre- Meeting Room

10th February 2014 - 1800hr – 1930hr

Attendance	Name	Role
	Andrea Mann	Clinical Service Manager
	Lorraine Long	Organisational Manager
	Karen Cullimore	IT Manager
	Cyril Mecrate- butcher	PRG Member
	Anita Smith	PRG Member
	Brian Black	PRG Member
	Christopher Coulson	PRG Member
	Mabelle Johnson	PRG Member
	Madeleine Dinsdale	PRG Member
	Ian Oxley	PRG Member
	Peter Butler	PRG Member
	Joyce Brown	PRG Member
Agenda Item	Discussion	Action
1	Introductions – no new members attended All in agreement with last minutes from last meeting and actions completed	
2	<p>Group split into 3 work Groups</p> <p>Group 1 - Reviewed self check monitoring room and members used equipment to feedback.</p> <p>Objective of the self check room at Colton Mill MC. To encourage patients to monitor own weight and BP between visits to self care.</p> <p>One member requested that the room should be made bookable and general discussion around current pilot for self check room to be made walk in but to review in 3 months</p>	<ol style="list-style-type: none"> 1. Needed Conversion chart for weight. (KC) Action completed. 2. Different set of scales needed to electronic version to make it easier for patients. (AM) Action completed. 3. To label basket for the (Alcohol measure cups) to say “please take one”.(KC) Action completed 4. We agreed as a group we would change appointment style at a later date. Overall opinion of room was excellent idea

3	<p>Group 2</p> <p>Review development of Practice Website</p> <p>http://www.coltonmill-thegrange.nhs.uk/ The group found the website easy to use links and graphics good.</p> <p>No complaints form to download</p> <p>Suggestion for computer access for patients in reception.</p>	<ol style="list-style-type: none"> 1. Add complaints form to download. (AM) Complaint Form now available to download. 2. IT staff to liaise with CCG to see if possible for computer screen in reception (KC) Still resourcing additional screen to add links for patients in reception to cover frequently asked questions from patients
4	<p>Group 3</p> <p>Look at what is PRG</p> <p>The group were asked to look at what a patient reference group (PRG) was and clear guidance for terms of reference.</p> <p>Now have 52 patients on PRG database</p>	<ol style="list-style-type: none"> 1. Agreement that PRG run very well they all had a preference for Andrea to continue to chair meetings. 2. Terms of reference on website 3. Preferred small group topics to cover more options. 4. To continue with maximum of 10 per group to share issues to deal within practice
5	CQC inspection – Flu clinic	Members and group agreed to be contacted to be available to attend during any CQC inspection and flu clinics to gain patient perspective and input.
6	One member of the Group fed back with regards CCG involvement and provided feedback from practices.	2 members of the PRG to attend future network meetings
7	Other business Some members of the group requested a notice to be displayed for patients who miss appointments	Did not attend information to be printed monthly and placed on notice board in reception and Website. To be reviewed monthly at managers meeting. (AM/LL/KC) action completed

Next Meeting dates

Next meeting 12th May 2014