

**Patient Reference Group Meeting**  
**Minutes**  
**Colton Mill Medical Centre- Meeting Room**  
**23<sup>rd</sup> March 2015**

<b>Attendance</b>	<b>Name</b>	<b>Role</b>
	Andrea Mann (AM)	Clinical Service Manager
	Christopher Coulson (CC)	PRG Member
	Mabelle Johnson (MJ)	PRG Member
	Bill Mecrete Butcher (BM)	PRG Member
	Michael Dickenson (MD)	PRG Member
	Harry Heaton (HH)	PRG Member
	Linda Heaton (LH)	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>AM apologised for not sending the PRG documents out in advance of the meeting and the change of date.</li> </ul>	AM
3	<p><b>Care Quality Commissioning (CQC Inspection)</b></p> <p>AM shared the CQC report with the group from the CQC inspection on the 7<sup>th</sup> October 2014.</p> <p>The overall rating was good with outstanding areas for led well and managing long term conditions.</p> <p>Further information about the visit can be accessed from the website:  <a href="http://www.coltonmill-thegrange.nhs.uk/website/B86075/files/CQC%20report%207.10.14.pdf">http://www.coltonmill-thegrange.nhs.uk/website/B86075/files/CQC%20report%207.10.14.pdf</a></p> <p>No actions were given but the practice had reflected on the experience and outcome from the report and had since implemented:</p> <ul style="list-style-type: none"> <li>Bi monthly meetings with the health visitor team and midwives to encourage multidisciplinary meetings to share</li> </ul>	

	<p>concerns or cases regarding safeguarding or vulnerable patients under their care.</p> <ul style="list-style-type: none"> <li>• New ways for reviewing cancer patients and patients on the palliative care register monthly is happening with new GP leads to drive improvements forward.</li> </ul>	
4	<p><b>Patient feedback and comments</b></p> <p>AM shared feedback with the group for comments from:</p> <ul style="list-style-type: none"> <li>• Friends and Family Test</li> <li>• CQC visit</li> <li>• Winter Scheme questionnaire</li> <li>• Website comments from NHS Choices available from: <a href="http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=41670">http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=41670</a></li> <li>• Comments regarding telephone access and appointments were discussed and recent practice improvements.</li> <li>• New telephone audit for recording calls is being implemented to feedback to patients about complaints or staff training to improve call handling.</li> <li>• Changes to back office have been made to increase productivity and confidentiality.</li> </ul>	
5	<p><b>PRG End of Year Report</b></p> <p>The end of year report was discussed and shared with the group to identify areas of improvement</p> <p>The Report and supporting documents can be located on the website: <a href="http://www.coltonmill-thegrange.nhs.uk/info.aspx?p=9">http://www.coltonmill-thegrange.nhs.uk/info.aspx?p=9</a></p>	<p>AM to publish the report on the website by the 31<sup>st</sup> March 2015</p>
6	<p><b>Patient engagement</b></p> <ul style="list-style-type: none"> <li>• Members of the group requested to be more involved in the practice. HH and LH have agreed to come into the practice to update the notice boards for the practice. They will liaise with the practice reception coordinator monthly.</li> </ul>	<p>AM to share contact details with HH and LH</p>
7.	<p><b>Practice Winter Scheme</b></p> <ul style="list-style-type: none"> <li>• AM updated the group with information about the practice winter scheme and the data for patient attendance. The practice leaflet and information about the practice Saturday opening between the 13<sup>th</sup> Dec 14 and 31<sup>st</sup> March 15 were displayed in reception and the website.</li> <li>• The practice audit did not see a reduction in A+ E admissions for weekend opening and mainly saw routine appointments.</li> <li>• The evaluation had positive feedback about the additional opening.</li> <li>• The winter scheme leaflet was reviewed by the group.</li> </ul>	

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