

PATIENT REFERENCE GROUP (PRG) MEETING
Minutes of Meeting held on Thursday, 25th May 2017
At Colton Mill Medical Centre – 5.30pm to 7.30pm

Attendance	
Andrea Mann (AM)	Practice Manager
Joanne Scott (JS)	Reception Co-ordinator
Vee O'Brien (VB)	PRG Member
Ian Oxley (IO)	PRG Member
Stuart Green (SG)	PRG Member
Linda Heaton (LH)	PRG Member
Harry Heaton (HH)	PRG Member
Janet Clark (JC)	PRG Member
Apologies	
Sue Leach (SL)	Patient Service Coordinator
Thomas Collins (TC)	PRG Member
Agenda Item	Discussion
Welcome and Introduction	AM opened the meeting and welcomed all the members. No new members in attendance.
Minutes from 23/2/17	<p>Amendments noted for the minutes include:</p> <ul style="list-style-type: none"> • Correct spelling for Lynda Heaton to Linda Heaton • Emails not received for some members – correct emails noted for SL to update the database • Some members not received the minutes circulated by SL, apologies given • JC noted that the latest minutes were not available on the practice website. AM agreed to update the PRG section. • AM noted that the newsletter had not been completed as the person delegated to complete this had left.
Terms of Reference	AM revisited the Terms of Reference for the PRG Group that was originally developed by the group in 2013. No new amendments
Cyber Attack	AM updated everyone about the cyber-attack. Colton Mill was not affected by the virus but shut the system down as advised by CCG's as a precautionary measure. This impacted on the system on the following Monday 15 th May due and services were moved to the Grange MC site as a contingency. We appreciated patient's cooperation during this time and can assure patients that all the system has been updated and no patient data affected. The practice worked closely with the IT teams to manage the situation.
Lloyds Pharmacy Development	Lloyds Pharmacy at the Grange is undergoing development which will enable them to offer additional services. Expected completion time late June 2017. This may cause some disruption for patients but their business is open as normal
Pharmacy First and Physio First	The Pharmacy First service is commissioned to provide the local population with rapid access to a pharmacist who can give self-care advice on a range of minor ailments releasing capacity in general practice and providing an appropriate alternative to the use of general practice or other health care environment (i.e.

	<p>A&E, Out of Hours Urgent Care).</p> <p>Physio First Service is currently being developed as part of a collaborative service across 11 practices. Further details will be advertised once this is established.</p>
Bowel Screening	<p>AM asked the PRG for suggestions to increase the uptake for patients eligible for bowel screening. The practice has signed up to a scheme to improve this at the practice and currently send SMS text reminders, letters, display information in reception, have prompt alerts on patient records and have a bowel screening champion.</p> <p>Suggestions were to consider contacting patients but this was not considered appropriate by the PRG members due to the nature of the screening. The preferred method was text, letter or reminder by the GP or nurse during a consultation</p> <p>Other suggestions were to have a table in reception with volunteers from the PRG to give advice and encourage patients. The PRG members felt that patients may be uncomfortable with this and had experienced similar promotions in supermarkets.</p> <p>Members suggested to have information and links on the website Bowel Screening</p>
Quality Improvement Scheme	<p>AM shared the plans for the practice Quality Improvement Scheme for 2017/18 which includes:</p> <ul style="list-style-type: none"> • Workforce planning • Incident reporting • Leeds Care Record • End of Life • Peer review • Integrated Population Health • Cardiovascular Disease • Engagement with Commissioning • Collaborative Care and Support Planning (Diabetes, COPD, High Risk of Diabetes, Peripheral Vascular Disease) • Systematic Review (Diabetes, COPD, High Risk of Diabetes, Peripheral Vascular Disease) <p>Each section was discussed and the PRG members were pleased with the plans within the practice to improve patient care.</p>
Saturday Clinics	<p>AM gave an up to date leaflet for Saturday Clinics that are delivered with 11 practices for patients to see a GP, Nurse, HCA, Pharmacist, Personal Trainer and other health professionals. Further details available from reception or the practice website. The funding for this service is expected to end in March 2018</p>
Recruitment PRG	<p>AM asked the members about the PRG membership, previously the PRG agreed to rotate the members every 6 months but it has been difficult to get new members to attend.</p> <p>AM also asked the members if they would like to elect a chair within the group or to meet more frequently as a group. The group requested that AM continued to chair the meetings on a quarterly basis</p> <p>AM asked for suggestions to recruit younger patients and patients from different backgrounds and ethnicity to get a wider representation within the group. JS agreed to ask reception to be more proactive with recruitment</p> <p>LH and JC raised that their names were misspelt and their email incorrect. AM agreed to amend the changes and inform SL for future invites.</p>

	It was agreed only to circulate the minutes to members who attend the PRG and AM to upload to the website for other patients to read.
Carers card	New Carers card brought in by VO for emergency contact details for patients. VO agreed to get some supplies for the carers notice board at the surgery
BT	AM informed the members that a new BT phone system will be installed over the next 6-8 weeks
Flu Clinics	Lead Nurse Julie Beer has organised for the next flu clinics on the 30 th Sept and 7 th October. HH,LH and VO volunteered to support the practice on these dates
Collaborative PRG	SG attends the Collaborative PRG meeting on behalf of the group
Next Meetings	Thursday 14th Sept 2017 5.30pm – 7.30pm It was agreed that JC and LH would both bake a cake for the next meeting.
Next Agenda Items	<ol style="list-style-type: none"> 1. JC requested that the practice policy for diabetes and sharps disposal were added 2. SG suggested that a summary of the practice complaint themes were added and positive patient feedback 3. AM suggested that a summary of the practice incident themes were added 4. AM agreed to update members on the outcomes from the practice research for 6 year ARRIVE study that IO was involved in. 5. SG to update the members on the collaborative PRG regarding 3rd part repeat prescriptions

Action Log

Action	Lead
Members names for LH and JC to be amended and emails added to database	SL
Bowel Screening information to be added to practice website	AM
Minutes and PRG information to be updated to practice website	AM
Newsletter to be finalised	AM
Recruitment for new members for PRG	JS
Cakes for next meeting	HL / JC
Carers Card supply	VO
Flu clinic volunteers 30 th Sept and 7 th October	HH,LH,VO