**The Grange, Greenview and Kinsley Medical Centres**

**Minutes from the Patient Reference Group Meeting**

**Tuesday 21st January 2014**

**Venue – The Grange Medical Centre Therapy Unit - Hemsworth**

**Attendees**

John Buttree (JB) Chairman

Colin Cooper (CC) Patient Representative

Angie Deakin (AD) Patient Representative

Paul Stephens (PS) Patient Representative

Rita Harrison (RH) Patient Representative

Kate Lamb (KL) Assistant Practice Manager

Julie Johnson (JJ) Senior Receptionist at Hemsworth

**Apologies;** Angela Marwood, Gail Alexander

KL asked if anyone was willing to do the minutes of today’s meeting. We still need a willing volunteer to do this for future meetings.

**Actions from Previous Meeting**

All actions from last meeting were discussed and cleared.

**Presentation by Julie Johnson**

Julie Johnson, a senior receptionist at Hemsworth site gave a presentation to the meeting on medication reviews including why and how they are done. PRG members asked questions and found the presentation very interesting as they didn’t realise there was so much ‘background’ work going on to get a prescription. Julie also advised the many ways of ordering prescriptions which again, PRG members found useful as they weren’t aware of all the different ways they could order them. The agreed it would be useful to show in the minutes the different methods of ordering prescriptions.

**AP – JJ to provide a list of different methods of ordering prescriptions**

***Post meeting, JJ provided the following;***

* Ticking the items you require on the counterfoil from previous prescription (white copy) – this is handed in to the surgery.
* Telephone call to the surgery
* On-line through our webpage – [www.grangemedicalcentre.co.uk](http://www.grangemedicalcentre.co.uk) (please note a user name and password are required).
* Electronic Prescribing – you order your prescription from the surgery as normal (in person or by ‘phone) but it is sent electronically to the pharmacy of your choice and you collect it from there.
* Through your chosen pharmacy – speak to your chosen pharmacist about the services they offer as they may deliver as well as order.
* Repeat dispensing – patients on medications that don’t change over longer periods of time can get prescriptions for 3, 6 or 12 months issued to their chosen pharmacy where they are collected as required.
* An outside organisation (Fittleworth for example)
* Nursing Home or Carer.

Please speak to a receptionist for further information on any of the above options.

**Practice Update**

KL provided a short update as nothing much had changed since the last meeting. There had been some staffing changes due to a resignation, retirement and requests for reduction in hours. These were being managed and vacancies are being managed internally or advertised so hopefully we will be back up to full staffing levels very soon. None of these changes were GP’s.

**Comments & Compliments**

The Comments and Compliments were discussed – please see attached with notes.



**Practice Survey**

The group discussed the group patient survey for 2013/14. It was recognised how important it is to agree what the priorities are for the practice and what kind of questions should be asked within the survey. The practice and the group were happy with the results of two previous years’ surveys, the second year being a ‘follow-on’ from the first year.

It was explained to the group that the practice was currently carrying out work under the Productive General Practice programme. The programme is designed to help general practice continue to deliver high quality care whilst meeting increasing levels of demand and diverse expectations.

Part of the programme is to carry out a patient survey which was presented to the group for review.

It was requested that group review the survey to agree if it would meet practice priorities and adopt this as the annual survey.

The PRG members accepted that the questions reflected priorities for the practice thereby the group agreed to the use of the survey in its current format.

We only have a short period of time to issue these, collate and review the results and create any required action plan as this needs to be done by the end of March 2014. It was agreed that 500 copies could be produced by the end of the week for issue from Monday 27.1.14 PRG members volunteered to come and assist in issuing these and encouraging patients to complete them from 27th January and an earlier than normal meeting arranged to review collated results. AD kindly offered to collate the results as she has done in previous years but due to the PGP work, this would be done by Paula Bentham at the Upton site. Other ideas to promote the survey were;

* Offer web access to complete the surveys
* Advertise the survey on the patient information screens in receptions
* Put a notice at the front of the waiting rooms

***Post meeting is was decided not to put the survey on the web as it would only be available through the System One portal, not our website and therefore would only reach a very small number of patients.***

**AOB**

PS advised that the flag stones on the walkway from the disabled parking spot to the back door are uneven and potentially a trip hazard.

**AP – KL to bring to attention of Angela Marwood**

RH asked whether there had been any development for a Book Table to be made available at Hemsworth site for patients to donate /swap books.

**AP – KL to bring to attention of Angela Marwood and discuss at next meeting.**

**Date of next meeting Tuesday 18th February 2014 from 12 till 2pm at The Grange Medical Centre**