

## Minutes of Patient Reference Group Meeting

Date: 13.03.15  
Attendees: Pat Horton, Michael Amies, Les Edwards, Bernice Pope, Ann Ford, Sylvia Dyke, Elsa Lloyd, Diane Jeffries, Karen Chidlow, Dr Claire Wunsch, Louise Cattle front of House Manager, Helen Perry, Practice Manager  
Apologies: June Padfield, Pauline Beale

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Everyone introduced themselves as it's been a while since the last meeting; Helen Perry is a new Practice Manager in post and Pat Horton a new group member.

Helen thanked the group for their efforts so far, and Dr Wunsch apologised that that there had not been more activity in the last year, this was down to the change in Practice Manager. Helen said she would like to raise the profile of the group, give them their own webpage on the website. If members were in agreement, we would like to put a biop of each member with some contact details so that other patients could see who was on the group and get in touch directly if they wanted. Members were in agreement with this.

**Action – Helen to get a biop of each member and check ok have contact details on the website.**

Helen asked how involved members have been in the past and they advised that they have been very supportive with helping with the patient survey. Helen enquired if there was any interest by members in supporting at flu clinics, there was agreement that this would be a good idea.

Dr Wunsch gave an update on developments within the practice on staff changes, Carol Squires leaving at the end of March, Reception will co-ordinate a collection if patients want to contribute, **Action Louise Cattle.**

We hope the land purchased is going ahead again. We advised changes to our appointment system and improving on line access.

We discussed the demographic of the group and how we might reach out to hard to access groups, patients with young families, patients with Learning Difficulties or Mental health Issues, patients who struggle with IT. We felt there were members of the group with expertise in some of these areas, perhaps they could become "Patient Champions". **To be explored further, Action Helen**

We considered whether we might move our meetings to evenings, and also contacting patients via local toddler groups etc. **Action Helen to speak to Health Visitor.**

We looked at how we got feedback from patients, via the Friends and Family test, suggestion box etc. We recognised that we are not feeding the results from these back to patients. Helen to look at doing this with our IT Manager. Via newsletter and website, **Action Helen** Helen advised that the practice could be inspected by the Care Quality Commission anytime from April. We will be given 2 weeks' notice and it would be great if some members were available on the day. Members were happy to be contacted about this when we know the date and be available on the day. **Action Helen.**

Helen advised about the Patient Participation Report that we were required to submit to NHS England at year end. We went through the report and members approve it. **Action Helen to submit.**

The issue was raised of how patients are called into Doctors rooms, it was agreed that this needs to be looked at again, **action Helen**

Sylvia raised the issue of the Time Study; Dr Wunsch confirmed this was approved by the practice.

There was further discussion about appointments and DNAs', the practice advised that we were constantly monitoring both.

Elsa asked the question, how do we allocated which doctor is here on which day; Louise explained how the process worked.

Ann asked about whether mobile phones were allowed, it was explained that yes they were. It was suggested that a sign be put up saying they should be used with discretion. **Action Louise to ask Cath to do, along with re vamping the areas where Friends & Family test and suggestion box is.**

It was agreed to meet quarterly, Helen to send out suggested dates with minutes so that everyone can get in their diary, next meeting will be in June.

Helen thanked everyone for their time.

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