

Minutes of Patient Reference Group Meeting

Date: 17.06.15
Attendees: Pauline Beale, Pat Horton, Les Edwards, Ann Ford, Elsa Lloyd, Ruth Partridge, Dr Paula Baxter, Louise Cattle front of House Manager, Helen Perry, Practice Manager
Apologies: Dr Claire Wunsch, Michael Amies, Bernice Pope, Sylvia Dyke, Diane Jeffries, Karen Chidlow

Dr Baxter introduced herself as it was her first time at a Patient Group Meeting.

Helen went through the minutes of the previous meeting to advise on any actions taken, as follows;

Members had given Helen a biop on themselves which was now available on the practice website. Helen took the opportunity to demonstrate the new website and in particular the PFG page.

We discussed the demographic of the group, Dr Baxter had thought a patient who was a carer for a patient with learning Difficulties might like to join the group, Action Helen to contact. Also discussion about trying to get some younger patients involved, Action Helen to liaise with Health Visitor about getting details out to toddler groups.

We demonstrated the Friends & Family survey and looked at the results to date, which are very favourable to the practice.

Helen advised all of a new project to support patients getting online, this is something we are proposing to do in conjunction with Wychavon and the Library, whereby we will have a "teaching PC or laptop" secured in the waiting room area where patients can practice using and will have access to limited Health and Social Information website, and the practice website. Helen gave an invitation to any of the group who would like to support this project.

There was discussion about the bid submitted to support a new model of care for the elderly, this innovative approach involves working collaboratively with the other Pershore and Upton Surgeries, we are waiting to hear if this bid has been approved. The Group were supportive of this innovative model of care.

Helen gave an update on where we are with the surgery development, we hope to be resubmitting our planning application in July.

There was a suggestion that PRG members could do an article regularly in the Practice Newsletter. Mr Edwards had an idea about a list of medication items, Helen will explore.

There were discussions about queuing problems at reception, Lou to look at alternatives.

The next meeting will be held late September. Helen to send out a selection of dates with minutes.

Helen thanked everyone for their time.
