

Minutes of Patient Reference Group Meeting

Date: 18.09.15
Attendees: Pat Horton, Michael Amies, Les Edwards, Ann Ford, Sylvia Dyke, Elsa Lloyd, Diane Jeffries, Ruth Partridge, Dr Claire Wunsch, Kate Potham, Finance Administrator, Helen Perry, Practice Manager
Apologies: Karen Chidlow

Helen introduced Kate to the group, who was standing in for Louise Cattle; Kate has previously worked on Reception.

Helen gave an update on the property which is that we are waiting for the sale to go through with NHS property services and also waiting to go to planning committee. The residence of bats may delay any demolition and building work until after April.

Helen gave an update on the “Supporting Patients to get online, digital inclusion” project. Pat Horton very kindly came along to a meeting with the library service to discuss how to progress the project. It was felt at this stage that we would aim for some basic education sessions using volunteers from the group, for patients. To enable them to access the practice website, use our online booking system and enable to order medication online. It was felt at this stage that the Worc County Council grant would be used to obtain WiFi and a tablet for the practice. For any volunteers who are spending one to one time with patients, we will be required to do a DBS check on them. **Action HP to progress and see if any other members of the group are interested in being trained up as volunteers.**

Helen gave an update on how our flu campaign will be delivered this year. We are not writing to patients this year, and are offering drop in clinic sessions over the course of October and November instead of booked clinics on a Saturday. Drop in sessions are being advertised locally, on our website and via flyers on reception. It was suggested that we give car share a mention on the newsletter for flu clinics. Pat Horton asked if we needed any help, and Helen advised that any help with directing patients would be much appreciated. Volunteers may be able to use this time to demonstrate the self check in screen to patients. **Action, Helen to send round a schedule of flu clinics and when we need help for group members to respond to.**

Helen showed the group the practice newsletter with suggestion from Mr Edwards and asked for any further ideas that we could introduce.

Dr Wunsch updated the group on the role of our new Advanced Nurse Practitioner, Victoria Sparks. Her remit is to see patients who have urgent issues for the same day, to relieve some on the appointment pressure from the GPs’. To enable them to see more patients for review issues.

Helen went around the group for any other issues to raise. Mrs Lloyd raised an issue with queuing at Reception. Helen advised that some corrective work had been done to reception to

facilitate lesser queuing. **Helen to mention to Louise and get some feedback from Reception.** A similar issue was raised with regards to the dispensary, Helen advised there were issues with dispensary she was aware of and we were working on them. There were some positive comments made about Michelle, **Helen to pass on to her.** Ann said she felt the new signs that had gone up about mobile phone use, were working.

The next meeting will be held late January/February. **Helen to send out a selection of dates with minutes.** Helen thanked everyone for their time.