

DR KHAN & DR MUNEER PATIENT REFERENCE GROUP

Meeting Notes – Monday 1st February 2016 at 11.30am.

Present:

Dr Aamer Khan – Senior GP Partner & Chair Person
Dr Khalid Muneer – GP Partner
Kelly Gibson – Receptionist & Group Secretary
Leanne Wilson – Practice Nurse
Sheila Britten Practice Manager
Patient Representative
Patient Representative

Apologies:

Patient Representative, Patient Representative

WELCOME

This was the third meeting of Dr Khan and Dr Muneer's Patient Reference Group.

The meeting was attended by two members of the Patient Reference Group. Dr Khan (GP), Dr Muneer (GP), Kelly Gibson (Receptionist) and Leanne Wilson (Practice Nurse) represented the Practice.

Kelly welcomed everyone and thanked them for attending. As one of the two members present today had not attended the second meeting, Kelly quickly went over what had been discussed at the second meeting.

GROUND RULES FOR PRG MEETINGS

- The group should represent the views of the patients registered with the Practice
- The group is not a forum for individual complaints or single issues
- All opinions are valid and will be listened to
- We will start and finish on time and stick to the agenda, which will be determined by the PRG and Practice.
- We encourage open, honest debate

The Group Secretary welcomed everyone to the second meeting of the Patient Participation Group

INTRODUCTIONS

Introductions were made by The Group Secretary.

PATIENT REFERENCE GROUP NETWORK (PRGN)

The next meeting is still to be determined and said she would circulate the date to the group members once determined and also the minutes from the last meeting and if anyone was interested to let her know.

OPEN DISCUSSION

From the last meeting, one of the patient representatives requested that we feedback the discussion from the last meeting to the CCG team.

The Group secretary explained to the group today that the minutes from the last meeting were forwarded to the CCG team at the patients representatives request.

The Group discussed the current Leeds South and East CCG Winter Scheme 2015/2016 which the Practice is signed up to. It was discussed that from November 2015 to the end of March 2016 the Health Centre will be open on Saturday openings. We have again linked with the Whitfield Practice (the neighbouring surgery with the Health Centre) to do Saturday openings. Due to list sizes, our GP's are responsible for five of the Saturday openings between November 2015 – March 2016. We have already done three of the five, and we have two remaining for which Dr Muneer is doing. Our opening times are 08.00am – 1.00pm.

The patient representatives were informed that the service is available to all registered patients and if they require an appointment on a Saturday morning they are able to be seen by the GP in surgery that Saturday morning.

The patient representatives were pleased with this scheme and one patient representative expressed that she herself used this service last year when we were open on a Saturday morning then and she expressed she was pleased with this extended service for patients.

Results of Practice Patient Questionnaires and Surveys

The group secretary discussed with the Group that in November, the Practice received the results of the Practice survey and also the NHS patient survey for our practice.

The Practice reported, regarding the Practice Nurses results, all of the results for this was higher than previous results – achieving high 90% + results.

The GP's also achieved high results.

Unfortunately the sections regarding the reception staff results has fallen dramatically – the lowest it has ever been and the Practice is as expected very disappointed at this.

Issues have since been identified by the Practice regarding reception staff issues and the Practice Manager is currently dealing with these issues.

The results of these surveys have been published on the NHS Choices and website pages and also on the patient notice board in the reception area.

The Practice hopes to see an improvement with this on the next survey in 2016.

The patient representatives were surprised with the results for the reception staff as they have never had any complaints or issues regarding the treatment of themselves by reception staff during their registration time with the Practice.

AGENDA FOR NEXT MEETING

The agenda for the next meeting will be devised and distributed to the patient representatives once the date of the next meeting has been agreed by the partners and invite letters sent out.

Action Points

- Produce meeting notes and forward for circulation
- Produce the agenda for the next meeting
- Arrange a date for the next meeting
- Upload all minutes on to the Practice website

Action

The Group Secretary – by
10th February 2016

April 2016

By the end of February 2016

The Group Secretary – by
10th February 2016