

DR KHAN & DR MUNEER PATIENT REFERENCE GROUP

Meeting Notes – Monday 2nd November 2015 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
Patient Representative
Patient Representative

Apologies:

Patient Representative, Patient Representative

WELCOME

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

The meeting was attended by two new 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 the two members present today had not attended the first meeting, Kelly quickly went over what had been discussed at the first meeting. She informed the meeting that all GP practices in Leeds were being encouraged to have a PRG. She suggested a few ground rules for this and future meetings, which everyone agreed with.

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.

WHAT IS A PATIENT REFERENCE GROUP (PRG)

The Group Secretary spoke about Patient Reference Groups and explained that they act as the patient voice within the practice and how they can contribute in making the patient experience at the practice a better one. The Group Secretary explained that ownership of the group rested with the group itself and not with the practice and it was for the group to agree and decide how they wanted to proceed with the meetings.

PATIENT REFERENCE GROUP NETWORK (PRGN)

The Group Secretary spoke to the group about the PRGN that meets every three months. 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.

RECRUITMENT

The group discussed recruitment of members.

FREQUENCY OF MEETINGS

The group agreed that they wanted meetings to take place three monthly.

OPEN DISCUSSION

Patient representative discussed regarding the merge from the Leeds PCT team to the now South Leeds and East CCG team and requested discussion on the link as us a small GP Practice was against the larger Practices in the area.

The GPs discussed that we attend all meetings held by the CCG and neighbouring teams and we implement all requirements at the our Practice.

It was discussed how some clinics that were previously held at the Health Centre have now been removed from the Health Centre and into other community clinics.

For example we used to have a Family Planning clinic at the Health Centre on a Monday afternoon, however now all of this has been moved to Beeston.

The District Nursing team and Health Visitors have also been moved from the Health Centre and into neighbouring community health centres.

It was discussed how this does impact on patients, including elderly patients.

When we at the surgery need to refer a patient, we do take into consideration the community clinics available and do try to locate people to the nearest clinic.

The GP explained to the patient representative that we would feedback the discussion today to the CCG team.

Patient representative asked the GP's how we are liaising with teams regarding Social Prescribing.

The GPs explained that we regularly liase with the Age Concern team and health trainers, as well as the IAPT services.

All patients are signposted to the appropriate teams when required and most of these services are now self referral services to which patients are given, by the GP's, the appropriate information and material to help them liase with the teams appropriately.

Patient representative asked the GP's how we are able to deal with vulnerable migrants entering the community.

The GPs explained that our list is open and we do have the capacity to register new residents into the community.

Language barrier issues were discussed and it was explained that the Practice has access to language line facilities when required.

Both patient representatives were given a copy of the leaflet/ poster for the upcoming Patient Engagement Network which is being held on the 5th November, 10:30 – 12:30, Thackray Medical Museum

Both patient representatives did express that it was easy to easily obtain an appointment with our Practice which the Practice was pleased with.

AGENDA FOR NEXT MEETING

Patient representative requested if, for the next meeting, if we could produce the agenda for the third meeting and forward to the representatives before the meeting date and also if the agenda could include updates on what is currently happening within our CCG team. This was agreed. The group also agreed that if the representatives wished for something to be added to the agenda, they would inform the group secretary before the meeting date for this to be added.

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 9th November 2015

December 2015

By the end of November 2015

The Group Secretary – by 16th November 2015