

DR KHAN & DR MUNEER PATIENT REFERENCE GROUP

Meeting Notes – Monday 3rd August 2015 at 11.30am

Present:

Senior GP Partner & Chair Person
GP Partner
Receptionist & Group Secretary
Practice Nurse
Patient Representative

Apologies:

Mavis Mackintosh - Patient Representative

WELCOME

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

The meeting was attended by one member 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. 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 first 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.

BACKGROUND OF DR KHAN & DR MUNEER

The Group Secretary, a long service Practice Receptionist gave the group some background information about the history of Dr Khan and Dr Muneer and its current staff.

RECRUITMENT

The group discussed recruitment of members. The group agreed that it would continue to have a notice board display in the waiting area explaining to patients what the group was and its intentions.

FREQUENCY OF MEETINGS

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

ROLE OF CHAIR PERSON AND GROUP SECRETARY

The Group Secretary spoke to the group about the importance of the Chair and Secretary roles.

AGENDA FOR NEXT MEETING

The Group Secretary agreed to produce the agenda for the second meeting.

ANY OTHER BUSINESS

Practice Suggestion Box

The Group Secretary explained to the Group that the Practice has a Comments/ Suggestion box within the reception area for patients to leave comments or suggestions. Along with the box, there are comment/ suggestion slips for patients to complete, this can be done anonymously or by name. If the patient indicates they wish to receive a response, the Practice will respond within seven days.

We have had the suggestion box in surgery for eight months.

Practice Patient Survey

The Group Secretary explained that the Practice does its own Patient Survey every twelve months. This takes place in October of each year. The surgery hands out thirty questionnaires to registered patients at random within the surgery for completion.

The last survey was completed in October 2014 and the results of this were discussed today.

The questions covered a range of areas within the Practice including reception staff, telephone availability, GP appointments and Nurse appointments. We are very pleased to

see that not one patient answered 'Poor' to any of the asked questions. The majority of all of the patient's responses resulted in answers of 'Very Good' and 'Excellent' for which we are very pleased with. Out of all of the completed questionnaires not one of the questionnaires was a bad response. Overall the Practice as a whole is very proud of the results of the questionnaire as it shows that the continuous hard work we do on a daily basis is being recognised by the patients.

The Practice will repeat the questionnaires in twelve months' time – October 2015.

Bowel Screening Programme

The Group Secretary explained that the Practice is currently participating in the Bowel Cancer Screening Campaign and are contacting patients who have not responded to the invitation/ kit sent to them and assisting/ discussing this further with them to help participate in the campaign.

It was reported today that the Practice has contacted all patients who have not responded to the screening invite and are pleased to report that since we have undertaken this campaign within the Practice, fifteen patients have since gone on to participate in the screening, when they had previously not responded, and received a normal result.

All patient representatives at the meeting today informed the Group Secretary that they themselves had received the kit/ invite and reassuringly had participated in the screening successfully.

Any Other Business

The Group Secretary asked the group members if they wished to discuss any other business not already discussed, to which everybody expressed we had covered and discussed everything and felt nothing had not been missed 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 5th August 2015
- By the date of the next Meeting
- By the end of August 2015.
- The Group Secretary – by 10th August 2015