**ESCRICK SURGERY**

**PATIENT REFERENCE GROUP**

**MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON TUESDAY 17TH NOVEMBER 2015**

**Present:** Dr Jeanette Lenthall (GP Partner)

Jayne Bone (Practice Manager)

Patient Representatives (6)

**Apologies:** Mr & Mrs Flowers

Mr Witty

**Welcome and Introduction**

Jayne opened the meeting by thanking everyone for attending. She introduced Miss Janice Brewin and Mr Charles Smith as new patient representatives joining the group.

1. **CQC visit**

Although no report has been received as yet, the feedback from the inspector and their team was excellent. The group would like to thank Mr Witty and Mrs Patrick for attending the surgery during the CQC visit to speak to the inspection team.

The feedback was allocated to the following areas;

* Is it Safe
* Is it Effective
* Is it Caring
* Is it Well Led
* Is it Responsible to Patient Needs

The practice received comments that two areas were excellent and three were good but we will not know which comments were allocated to which area until the report has been received.

1. **Improvements from previous meeting**

* Car park – lining of the car park and more disabled spaces were scheduled but had to be delayed due to bad weather. It should be completed within the next two weeks.
* Paving at North Duffield – this is hopefully being done the first two weeks in December.
* Change tiles in the foyer – Quotes have been received and work should be started within the next two weeks and hopefully all will be completed by Christmas.

1. **PRG – moving forward**

* No payment is received now for the PRG but Jayne stated that she was happy to continue running the group unless anyone wanted to Chair the meeting instead.
* Previously the practice was told what to commit to, ie three improvements per annum. This is now not the case.
* Jayne asked how the group would like to move forward. The Patient Representatives were very happy and said the practice runs very well. They suggested that the quarterly meetings might be too much now that objectives were not compulsory. It was suggested that the meetings be held yearly but Jayne felt that every six months would be better and this was agreed.

1. **Topics for future meetings**

It was suggested that maybe there could be a topic for future meetings, for example carers or inviting guest patients which could potentially increase the number of patient representatives attending.

1. **Friends and Family Feedback Forms**

* These forms have got to be completed and recorded by the practice
* There is a box is in the waiting room for completed forms but not many forms have been completed.
* A notice was put on the box giving patients the chance to put their name on so Jayne could call them back to discuss specific problems.
* Someone suggested if the patient did not want to leave their name, maybe they could leave their phone number instead, however the practice felt this wouldn’t work.
* A suggestion was made regarding putting the feedback form or a comments box on the surgery website and the practice agreed to look into this.

1. **Survey**

The draft survey was handed out to everyone to discuss the content. Alterations were made upon agreement by the group. The survey will be sent out in December and the group agreed to meet again late January to discuss the results.

1. **DNAs (did not attend)** Jayne wondered if something needed to be put into the patient survey to help identify why there has been an increase in DNA’s. It was agreed that it would be mentioned on the next newsletter and that the practice would look into this further.
2. **AOB**

The radio in the waiting room was mentioned and the question raised why it was needed. Jayne explained this had been addressed previously. The reason it was introduced was that patients had complained that it was too quiet and people could hear other’s conversations. The radio has now been moved into the corner of the waiting room and also the channel changed on request from patients.

Parking – the issue of people parking in dangerous places was discussed. Jayne mentioned that the Parsonage (on request from the surgery) had put white lines down the lane. They had also moved the “no entry to hotel” sign nearer to the main road and put up a “look left” sign for people leaving the “Fat Abbot”.

Extended opening hours – The group asked what the practice’s view was on the government initiative on extended opening hours. The partners have already and will continue to address the opening hours. Currently, the timings of appointments throughout the working day are meeting the local population needs and any additional requirements for emergency appointments are met during these working hours.

Jayne thanked everyone for coming.

**Date of next meeting: end of January 2016, date to be confirmed.**