**ESCRICK SURGERY**

**PATIENT REFERENCE GROUP**

**MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON TUESDAY 7 NOVEMBER 2017**

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

Jayne Bone (Practice Manager)

Patient Representatives (6)

**Apologies:** Mrs Reay

**Welcome and Introduction**

Jayne opened the meeting by thanking everyone for attending. She introduced Mr & Mrs Henwood, Mr Maltby and Mrs Holman as new patient representatives joining the group. She then informed the group that unfortunately since the last meeting Mr Dunkley had passed away.

**Minutes of the Last Meeting**

There were no outstanding issues from last year’s minutes.

**Newsletter**

A few points were mentioned from the latest Newsletter.

* The surgery has a new Registrar (trainee GP), Dr Wells, who will be at with the surgery for 6 months from August 2017 until February 2018.
* There was an article in the Evening Press recently about the best and worst surgeries in York. Escrick was mentioned as having the most helpful receptionists.
* Sharps boxes can no longer be returned to the surgery. Patients are advised to contact York or Selby Council who will arrange for them to be collected.
* TWIMC letters - Requests from patients for To Whom it May Concern letters incur a charge, regardless of whether the letter has been collected from the surgery.

**Survey**

As there were no concerns in the responses from the last survey Jayne handed out a blank copy to everyone to discuss using the content again. Jayne explained that the surgery would take into account any alterations or additional questions that were suggested by the PRG members.

Jayne discussed previous surveys for the benefit of the new members. She mentioned over the last few years there have been questions about the reception team after having some negative feedback and also questions relating to getting through on the phone when the telephone system was altered. She also explained how previously the practice had to identify 3 areas for improvement each year however this is no longer necessary.

Having gone through all the questions the following was agreed:-

1. Add N/A to ‘getting an appointment with a nurse’ and ‘getting an appointment with a Health Care Assistant’.

2. Age groups of patients completing survey - under 18, 18-30, 30-50, 50-65, 65-80, over 80.

3. Questions on use of the on-line facilities to be re-introduced from a previous survey to help the practice identify ways to increase the number of patients using this service.

4. How many times services being used – ie/1 visit to the GP etc.

It was agreed that the practice would try and put the survey on line so that more people were able to access it. It was also suggested that the survey be included with any letters sent to patients for the month the survey was in reception to complete. All members of the PRG would be sent the survey to complete.

The survey will be amended and in Dec/Jan be available for completion. Once the results had been analysed then the completed survey would be sent to all the PRG members to review before meeting to discuss in the New Year.

**General**

The Vale of York Clinical Commissioning Group was discussed regarding the large cash deficit and how this was affecting practices. Dr Lenthall explained that everything that the surgery does is now monitored and analysed and practices receive regular data comparing the performance to other practices in lots of areas, i.e. prescribing, referral rates, number of tests, etc.

**Date of next meeting: Tuesday 20 March 2018**