

Minutes of the Patient Reference Group, Chapelfield Medical Practice

Tuesday 4th March 2015 at 2pm

Present:

Jacqueline Griffin	Yorkshire & Humber Commissioning Support
Vicky Neeham	Practice Manager
Yvonne Watson	Assistant Practice Manager
Carol Hebron	Reception Supervisor
	Patient Representative

WELCOME

Jacqueline welcomed everyone to the meeting of the Patient Participation Group at Chapelfield Medical Practice. Jacqueline explained that the group had met 3 or 4 times previously and ran through the ideas around having a well-structured PRG.

APOLOGIES

No apologies received.

WHAT IS A PATIENT REFERENCE GROUP?

Jacqueline discussed Patient Reference Groups and went through the Information Pack she had produced for each prospective member. Jacqueline gave national and local background information on the project and how this PRG at Chapelfield Medical Practice is patient led, with some basic support from the Practice Managers and the administration team.

ROLE OF THE CHAIR, SECRETARY and TREASURER

Jacqueline discussed how the PRG should run and that the roles of Chair and Secretary need to be filled for the group to function properly. Interested members of the group can nominate themselves for a role at the next PRG meeting. Jacqueline also mentioned that the Group only needs a Treasurer if they wish to fundraise for the Practice or external charities and monies will need to be held in a separate PRG account.

Jacqueline also answered questions around the roles and reminded everyone that the duties of each role are listed in the Information Pack, should anyone require further information. Margaret expressed an interest in being Chair and the group talked about how the roles could be for a set term or on an ad-hoc basis.

PRG Work Topics and Priority Areas

Jacqueline introduced this section and Vicky stated it was very important to get the ideas and suggestions from everyone here today, both as patients and members of the group.

Car Parking was mentioned by Barrie and Graham as an important topic. The group talked about how patients are inconvenienced by other members of the public who use it as a free car park. All group members joined in the discussion and various solutions were suggested including:

- Having an Electronic Barrier, controlled by Reception Staff or by a code given to patients when they had visited surgery
- Asking Staff to go outside and 'police' the car park, stating to drivers it was only for patients attending the surgery
- using Pay and Display machines
- Start to use a 'private parking Notice'

Vicky explained that the Surgery were head leaseholders for the car park at the rear of the building, but Barnsley Metropolitan Borough Council owned the pay and display car park at the front of the building and that the parking problems had become more apparent since BMBC changed the parking all over Wombwell and the area. The costs and legal implications of various ideas were also discussed.

Jacqueline suggested that if parking was an issue, would patients have other general mobility and access issues when using the Practice? The group went on to discuss this issue and liked the idea around 'mystery shopping' their own Practice to see if a new patient or one with an impairment could get around and access all facilities from noticeboards and information plus was it clear where to go/use of signage.

Information was a key topic and publicity/posters/flyers on noticeboards were mentioned. Arthur and the group discussed how the group advertise itself by having their own Noticeboard and Barrie agreed this was important. The noticeboard could be used to advertise the group, or any activities linked to the group. Jacqueline suggested promoting local activity sessions and a discussion was held about Health Trainers. As some members of the group had not heard of this service before, it was felt to be an ideal topic to get started with. Seasonal campaigns and topics from the NHS were also mentioned with the noticeboard being used for promoting Flu Jab/Hay fever Treatment Campaigns, Carers Week, any long term condition weeks or events.

ACTION: Vicky and team to look into providing a noticeboard for the PRG to use.

Arthur stated that the *Appointment System* at the Practice worked very well and were there any ways to improve it? Margery, Ann Denise and Margaret talked about the phone system

and agreed that the system used was good but perhaps the group could compare with what was on offer/used by other local surgeries.

Use of *Practice Newsletters and Leaflets* was mentioned by Jacqueline and the group felt they would like to work on this topic. This led to a discussion around what information was available on the Practice website and if the group had used it. Electronic Repeat prescriptions were also discussed.

The group agreed they had plenty of work topics and priorities to work on this year and next and agreed upon:

- 1-Car parking
- 2-Access to the Practice for all
- 3-Information and Publicity for the group and across the Practice
- 4-Appointment System
- 5- Practice Newsletter and Leaflet

TERMS OF REFERENCE

The Terms of Reference for the PRG were discussed briefly. The Terms of Reference would be amended to suit the PRG and adopted by the group. Jacqueline also mentioned that the group should establish some 'ground rules' around confidentiality, expected behaviour and protocol during PRG meetings. The group were happy to tackle this at the next meeting.

FREQUENCY OF PRG MEETINGS

The group discussed how often they felt the PRG should meet and decided upon one meeting per month, in order that members could balance other work/caring/personal commitments.

Joanne had to leave the meeting and asked that research could be included in the work topics for the PRG. Joanne was from a professional nursing background and worked within research and could help the group with surveys, consultations, research ideas and suggestions to add to the group and work topics. A brief discussion was held and everyone from the PRG agreed this was very relevant and thanked Joanne for her suggestion.

DATE AND TIME OF NEXT MEETING

The group decided to hold the next meeting of the Chapelfield Medical Practice Patient Reference Group, at 2pm on 14th April 2015 at the same venue, Chapelfield Medical Practice. Barrie gave his apologies for this meeting.

ACTION : Vicky/Yvonne/ Carol to book the room.

ANY OTHER BUSINESS

Jacqueline reminded the group that the next meeting of the PRG that Terms of Reference should be amended, some Ground Rules established along with the Role of Chair, Secretary etc.

Margaret asked if the group could on a voluntary basis, have a table or stand, every now and again, in the reception area/waiting area to publicise the group and to include a few posters around the building. The group agreed this would be a good idea.

Ann Denise said she felt it was important for the information, posters, flyers etc in the surgery on noticeboards and on reception to be recent, relevant and changed if out of date.

Graham said he felt it was important to have more members of the group.

The group discussed the Friends and Family Test and looked through the cards were being used for feedback. It was noted that in the age group sections that the option for anyone aged 64-74 was missing.

The agenda items for the next meeting were discussed and decided upon.

Jacqueline gave thanks to everyone for coming along and showing an interest in their PRG and looked forward to seeing them all at the next meeting.
