

Patient Representative Group Meeting

Date: 19th May 2016

Present: Tim Nelson, Robert Bragg, Raza Hussain, Steve Joseph, Dineke de Jong, Sam Bussey, Dr Kirsty Goddard and Pip Fitzsimmons

Apologies: Susie Uprichard, Dr Gurjit Barn, Jenny Bristow, Craig King, PJ Hughes and Charlie Khan

Matters Arising	ACTION
<p>Online services video clips: demonstration given of the short bite-sized videos how to 'log in to Online Services, book an appointment, cancel an appointment and order repeat medication online'. There were some suggestions from the group that 'how to register for online services' should be included, so patients are aware this needs to be done in person at the surgery as it cannot be done online due to identity checks requirement. The videos can now be viewed on the Practice website by scrolling down to the bottom of the Home Page.</p> <p>It was also noted that the demonstration list of medication for ordering repeat medication on the video contained paracetamol and antibiotics - this is to be changed as it is not consistent with the Practice's prescribing guidelines regarding antibiotic and paracetamol prescribing. ACTION: Adam Havenhand (IT Manager) to amend.</p> <p>The information for online service at services and raising awareness of the patient group will be disseminated in the waiting room by volunteers from the Patient Representative Group. A handout on 'frequently asked questions about online services' will be available – a copy of which is attached for information.</p>	Adam Havenhand
<p>Practice newsletter was reviewed. It was suggested that instructions how to register for online services should be included.</p> <p>There was also a discussion regarding renaming the group to the Patient Representation group, rather than Patient Participation group as this is the current term for patient groups. All present agreed.</p> <p>A suggestion for the next Newsletter to profile GP Registrar as the group felt this would be helpful to patients to understand and clarify this term.</p>	
<p>Agenda</p>	
<p>Patient survey: the previous survey questions were reviewed to decide whether or not to pursue a further survey. The group did not feel the questions from the last survey needed to be revisited, however they felt it may be worthwhile to look at other areas such as comparing the proportion of patients registered for online service and see promotion in the waiting room increases awareness and online registrations.</p> <p>Use of email was suggested as a different way to gain patient views and disseminate information. Emails could be used to conduct surveys and reminders for health campaigns such as flu vaccinations. Whilst this is an innovative method the Practice has a strict policy around security of patient data within an email setting, however Pippa reported the Practice are</p>	

<p>looking at secure email options via Web Post but patients would need to consent to being approached in this way.</p> <p>The Group also suggested targeting the new student population by promoting registration for online services at the point of registering with the Practice. However this could be problematic during 'Freshers' week as the registration needs to be on the system first prior to requesting for online services. As a huge numbers of students register during a 1-2 week period this would slow down process.</p>	
<p>Care Quality Commission visit will take place on 31 May 2016. There has been a request from the CQC inspectors to meet with the members of the Patient Representation Group. Some members have confirmed their availability either in person or by telephone.</p> <p>ACTION: Pippa will send out more information regarding time to attend</p>	Pippa Fitzsimmons
<p>Chairing and agenda items - deferred to next meeting</p>	
<p>AOB</p> <p>Mr Khan was unable to attend the meeting but has suggested a small paragraph on the TV media screen offering translations, where possible, for patients when English isn't their first language. All agreed.</p> <p>ACTION: Pippa to add to the TV media screen</p>	Pippa Fitzsimmons
<p><i>Next Meeting: 26th July 2016</i></p>	