

## Patient Representative Group Meeting

Date: 26<sup>th</sup> July 2016

Present: Jenny Bristow, Robert Bragg, Dr Gurjit Barn, Susie Uprichard and Pip Fitzsimmons (mins)

Apologies: Tim Nelson and Dineke deJong

Matters Arising	ACTION
Nil discussed	
<b>AGENDA</b> <b>Due to low attendance not all items were discussed in detail and some items were deferred to the next meeting.</b>	
<b>CQC Report:</b> following the visit by CQC inspectors the report is now available on the Practice Website and a copy is available in the Waiting Room. The findings were positive recording the Practice as 'good' in all domains. Some areas of outstanding work were also recognised. Thanks were given to the members of the PRG who attended on the 30 <sup>th</sup> May and spoke to the inspectors.	
<b>Time spent in the Waiting Room:</b> brief outline of this to be circulated. Two members of the group have spent time in the meeting room talking to patients about the service they receive and promoting the group and online services. The information gained has been useful insight to patient comments	
<b>Chairing of Meetings:</b> Susie suggested that the patient group consider leading the agenda with a different chair. Those present felt this would be difficult for them to do as there could be issues that impact on services they are unaware of.	
<b>Skype Meeting request:</b> one member of the group has asked if a Skype meeting could be arranged for the PRG. This may be something that could be considered in future, however currently the Practice does not have the facilities for this. Suggestion that agenda items should be emailed to Pippa for discussion or comment	
<b>Practice Newsletter:</b> draft newsletter discussed. Further amendments to be made and circulated with the minutes for review at the next meeting.	
<b>Prescription Order Line:</b> from 22 <sup>nd</sup> August 2016 the Practice will be running a new Prescription Order Line that will be manned by Medicine Management Team Pharmacy Technicians and Prescription Clerks. The technicians/clerks will review the medication ordered and advise the patient if a review is required. Prescriptions will be processed as before so the patient can pick up the prescription from the surgery or at their nominated pharmacy. The main change to the patient is that the answer machine facility will be switched off therefore requests will need to be ordered either on line, paper requests sent to the surgery or contacting the Prescription Order line. The main aim of the Order line is to reduce waste and focus on safety by ensuring medication reviews are carried out and correct medication is ordered.	
<b>Student Membership:</b> a student from Sheffield Hallam University has volunteered to be part of the PRG – agreed to contact and invite to the next meeting. Jane Anslow – Student Engagement Officer has also been in touch – a	

meeting to be set up with Branch Site Manager and Pippa.	Pippa
AOB Membership – low turnout prompted a discussion membership needs to be reviewed. It was considered that holding meetings over the summer may be impractical. Pippa to email all members and ask to confirm attendance at the next meeting. Please note: there has been a change to the next meeting from 21 <sup>st</sup> September 2016 to Wednesday 12 <sup>th</sup> October 2016	
<b>Next meeting: 12 October 2016</b>	