

Patient Reference Group Meeting
Wednesday 10th February 2016
7.00pm

Attendees: Robert Sweeney, Gemma Hepburn-Morris, Manjula Rabadia (Chair), Wendy Lewis, Richard Lewis

Apologies: Elaine Roberts, Anthony Roberts, Jaime Pallen, Khurram Butt, Surrinder Gulsin, Sudha Rajput

Robert welcomed everyone to the meeting and explained that we will talk through and update on the three work streams that we agreed for the year.

1. Activity 1 – Website

Robert updated the group on the fact that a new website has now been designed but it is still being populated with the relevant information and made specific to the practice. Once this happens we can look closer at the specifics.

Robert brought forward the survey responses put out to gather patient views on the website. The areas to focus on are the Online appointment booking, Repeat Prescribing and also the Patient Group area. The symptom checker idea was backed by the group but it will be following a discussion with the developer as to how feasible this could be.

Robert also brought forward the plans for an App which will hopefully help signposts patients based on conditions.

2. Activity 2 – Citizen UK

Robert went through the Citizen UK project which will act as one of the PPG work streams for the year. He explained the following:

- a) The project is aiming at people with long term conditions who may be vulnerable/detached from society to try and engage them in a more comfortable environment.
- b) That an initial steering group has met to discuss how we take things forward.
- c) We are looking for ‘Expert Patients’ to help guide patients in the project.

Manjula and Wendy both showed willing to do this but would require either a couple of weeks notice or evening meetings. Wendy requested to know more about it so Robert will forward the plans and ensure that she appropriately orientated by Citizen UK once the project is moving.

3. Activity 3 – Complaints

This is the first meeting to discuss an anonymised complaint. A complaint was brought forward by Robert which had the following parts to it:

- a) Patient couldn't get an appointment with a specific GP for 11 days
- b) The patient found reception rude and unhelpful
- c) The patient felt that the surgery should do more for elderly patients with regards to appointments.

The group were very positive about the surgery and had not had this experience in the past. They had the following suggestions:

- a) Maybe reception could be more sympathetic even if there is nothing to offer
- b) Maybe there could be a reinforced process for staff to escalate to Management if there is concern over a patient and their need for access urgently.
- c) Maybe highlight the fantastic service at walk in centres to patients.

Wendy felt that all experiences she has had with the girls has been excellent.

4. LLP/OOH Update

Robert wished to update the group on the latest with the LLP/syndicate. Robert has been made the Business Manager of Riverview Health LLP and so he has more control and insight into what the syndicate is doing.

One area that will be coming in very soon is how we meet out of hours needs and particularly Saturday opening. This may be done as a surgery or more likely as a syndicate.

The group were very interested in this and want to be kept up to date further in how it is progressing.

5. AOB

There was no other business brought forward