

Patient Reference Group Meeting
Wednesday 21st October 2015
7.00pm

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

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

1. Robert opened by thanking all for attending then went into discussing a latest update on the surgery:
 - QOF Results
 - Award for over 75% over 65 Flu Jabs – Never done before
 - New Prescribing Procedure to better track patients medications
 - Fewer Complaints than ever
 - Excellent FFT Results
 - New team members that had joined recently

Following this presentation Manjula was very complimentary of the changes that have been occurring at the practice. She often has patients in the community that go to her with concerns and in the recent period she has had nothing. She stated she even went to them herself before the meeting to see if there was any problems and they all said that they were getting good care. This was seconded by the group.

2. Robert then went through an update on last years PRG outcomes as follows:
 - Mens Health Evening – Event arranged
 - Reception Screens – Screen is up in Welling branch and an initial presentation complete. Hoping that by the end of March 2016 this will be done and working.
 - Access – The group fed back and were very pleased with the new access model and the fact that their feedback had impacted it.

3. Robert then opened the discussion with the group to decide on what to do for work streams for 2015/16. The following items are the potential list:
 - New PRG Website Space
 - Complaint Resolution and Learning – This involved bringing to the meetings anonymised complaints for the group to discuss for similar experience and a patient perspective on the matter.
 - We are also looking to link in with the Citizen UK project to help with the LTC contract Self Management plan.
4. AOB – There was a lengthy discussion on the future of the NHS and how it will affect Conway. This went into OOH care, 7 day a week opening and Syndicated working.