

Kings Lane Medical Practice Patient Participation Service

Minutes of Meeting PRG Group

Date: Thursday 15th March 2012 – 3pm

Attendees: Dr Denyse Kershaw (DK), Helen Rae (HR), Suzanne Broster (SB), Anthony Adams (AA), Cynthia Draper (CD), Robert Capper (RC)

Apologies: Mr & Mrs Jones, Peter Stanway

Introductions given.

Minutes of previous meeting:

DK summarised the minutes of the last meeting for those who had not been present, explaining the reason for meeting and what needs to be done now and in the future. DK also explained the role Helen and James have as our patient representative on the patient council for the commissioning group.

Review of Survey and Report Findings

The survey was discussed, SB stated that it had been given out to patients in the surgery and by text message to patients with mobiles in the age range of 18-30 (this equated to 224 text messages being sent). The survey was run for a period of 1 month (February) 76 responses this is just under 2% of the patient base.

HR noted that the number of people who would like feedback was poor (36%).

RC asked if the number of patients we have is typical of the numbers registered to an average practice. DK stated that each full time GP usually has approximately 2000 patients. We have 4076 patients with 2 full time equivalent GP's.

AA asked what the spread of patients is like in the surgery. DK commented that we are a bit skewed to the elderly but that this is probably due to the number of old people's homes there are locally. DK provided a printout of patients by age. (copy attached)

All discussed comments with regards to the opening hours, the main issue seemed to be that fact that we did not open on a Wednesday afternoon. DK stated that once we move into the new build in June we are planning to open on a Wednesday afternoon.

RC asked how we are notified of new e-mail addresses – do we ask patients? DK mentioned that we do ask new and current patients if they would like to give their e-mail addresses in, but how we correspond with them is a worry as we do not want to encourage patients to request clinical advice by e-mail. AA also mentioned the personal relationship and confidentiality restrictions around e-mails.

Optimum number of members per meeting

It was agreed by all that the optimum number of members per meeting would be 10. If an urgent or specific problem needs to be discussed a meeting can be arranged for a wider group.

Frequency Of Meetings – It was agreed to have these quarterly, running between the council group meetings so information can be fed through. All agreed that they would be happy with Thursday at 3pm as long as enough notice was given.

How to recruit new members – This was discussed and will be done via leaflet, text, surgery and website. It was discussed that if we have a large response for patients wishing to be on the PPG, we would have to have some sort of selection process. A discussion took place but no decision was made. We will revisit if necessary.

How to deal with questions and feedback – Questions will be discussed at the meetings, any requiring clinical input or clarification will be discussed with DK through SB and fed back to the group. If necessary, DK will attend a meeting. Minutes will be added to the website. **?full minutes or summary**

All members present gave permission for their names to be put on the Kings Lane website with regards to the PPG.

AOB

DK requested suggestions as to who could open our new build in June? Some suggestions of local MP's, celebrities were given; possibility of our oldest living patient or patient who has been with the practice longest was also suggested. All to feedback with any suggestions.

Date for next meeting

Thursday 7th June 3pm at Kings Lane