

Patient Reference Group (PRG) Meeting

Tuesday 8th October 2019

Present:- Dr J Gray, Claire Baggley (CB), Karen Bartle, Shirley Hopkinson, Sheena Duncan, Lynda Austin (Social Prescriber Link Worker) and two undisclosed patients.

1. Everyone introduced themselves.
2. **Apologies** - were received from eight patients.
3. **Minutes of last meeting** - minutes are available on the website.
 - a. **Matters Arising** - Online Consultations; we are now able for patients to practice on the system before we "go live", CB to email the details to the patients who previously volunteered to have a practice.
4. **Update on practice.**
 - a. **Primary Care Networks (PCN)** - Lynda Austin has been appointed by the Network as the Social Prescriber Link Worker, Lynda gave a brief overview of her role and how she can help our patients who socially isolated to help direct them to clubs/groups that might be of help/interest to them. She also sees people who would benefit from some social support.
 - b. **Self-Care Week** - this has been identified as w/c 18th November, we will be receiving promotional material to support the event and would like for our Practice Champions to be involved too. We will look to hold another Parkrun takeover around this date week in November (date tbc).
 - c. **Practice Health Champions:**
 - Walking Group** - The Wednesday afternoon walks were doing very well; we now need to release more practice staff to join the walks.
 - Befrienders Group** - We now require more patients, clinicians to be asked to refer more patients into the service.
 - Couch to 5K** - This group is on their 4th cohort of patients.
 - Drop In - Hamerton Close** - This group maintains excellent attendance each week in the lounge.
 - Gardening Club** - One of our Practice Champions is currently looking into registering with the canal & river trust with the intention of looking after a section of the canal with help from patient volunteers.
 - d. **New Telephone System**

The new telephone system has now been installed. Patients in attendance were advised that we had received complaints from some of our patients which the practice were looking into, however the patients at the meeting had not contacted the surgery via the telephone since the new system had been installed.

e. Staff and Practice update

Dr Durkan has qualified to take on GP Registrar's, we will start seeing Registrar's in the practice from February 2020 onwards.

Emily Harper has completed her level 3 Business Administration Apprenticeship.

f. Care Quality Commission (CQC)

The practice was inspected on the 1st August 2019, we were rated good overall and a received a rating of good for all population groups. The examiners saw outstanding practice for the following: "The practice had developed a range of community support services and activities through their Practice Champions. They helped to meet the non-clinical needs of patients and the wider community, which included by attempting to remove or reduce people's feeling of social isolation". Dr Gray and staff thanked the Practice Champions for the hard work they put in; they really are doing an amazing job.

g. Social Media

The practice is currently looking into starting social media communications with patients, all to be advised when this is up and running.

5. Patient Feedback

This part of the meeting was not minuted.

6. Review of practice

Friends and family June - September 19 feedback was circulated to everyone. On the whole we had positive feedback during the four months which is excellent.

7. AOB - No further items were discussed.

Next meeting 12th February 2020 @ 4pm, in the waiting room at Bankfield Surgery.