**MINUTES OF MEETING OF PATIENT REFERENCE GROUP**

**HELD ON 25 OCOTBER 2013**

**AT ASHDOWN FOREST HEALTH CENTRE**

**APOLOGIES**

Four apologies for absence had been received.

IN ATTENDANCE

John Durrant - Chairman

Eleven members of the group

Andrew Cornell, Practice Manager

Sally Payne, Patient Services/Deputy Manager

**MINUTES**

The minutes of the meeting held on 25th May 2013 were read and approved.

**MATTERS ARISING FROM MINUTES**

Lloyds Medication Reviews – Concerns with mediation reviews being performed in a public area. AC to take up with Lloyds – Privacy – general views.

Saturday Clinics - Pre-bookable, available via the website. AC to advertise on website and waiting room TV.

**HEALTH EDUCATION EVENTS**

Diabetes Prevention Education Day – Open to all. AC to advertise.

**CCG REPRESENTATIVE**

SCM circulated papers from CCG- explained handout and pointed out the section on page 3 explaining the set up of the PRG and the Terms of Reference. SCM suggested Terms of Reference for AFHC PRG. AC asked for a volunteer to put together Terms of Reference for the next meeting, SCM volunteered. A draft copy is to be circulated with these minutes.

SCM highlighted page 7 and the consultation on improving Dementia. The deadline for submitting any feedback and thoughts is 25th October. All members of the CCG group have received a copy of the Dementia report. AC to forward a copy of the report to registered patients carers.

AFHC PRG to decide group issues to be taken forward to the next High Weald locality meeting.

SCM has requested a “Jargon buster” to be provided for the next report, as not all members aware on the abbreviations used in the report.

SCM to ask GP’s to declare in they have an interest in the providers being commissioned by the CCG.

There was a long discussion on “Overseas Visitors”.

**PATIENT SURVEY**

The draft questions (see attached) for the next patient survey were agreed. AC to e-mail draft questionnaire to all members by the end of next week. AC hopes to have the survey published by the end of October. AC will proceed with publishing the survey w/c 4th November, any comments or amendments to the survey should be advised to AC prior to this date. All members of the PRG are to be asked for their consent to publish their names in future PRG minutes.

The date should be made clear on the questionnaire.

**OPEN MEETING IN VILLAGE HALL**

The group discussed the benefits of the meeting and agreed to put on the back burner for the time being. AC was invited to attend a meeting at the Parish Council, after considerable discussion it was suggested that a member of the Parish Council could attend the next PRG meeting.

**PRACTICE MANAGER UPDATE ON SURGERY MATTERS**

AC announced the take over of Woodhill surgery in Mayfield. It has been a very challenging time for AC and the practice team as there was just 5 days notice to go live at Woodhill. The patients at Mayfield have benefited greatly from the take over. Patients at AFHC may have experience difficulties in getting an appointment with their preferred GP as the partners have been working at Woodhill. The access at AFHC will improve as two GP’s have been recruited.

There was a discussion on access and the availability of telephone appointments. The group was informed that the doctors have access to both medical systems, so can offer telephone appointments even when working at Woodhill.

**ANY OTHER BUSINESS**

Sign to be made for reception area inviting patients to wait until invited to approach the desk during busy periods. This is intended to give the patient at the desk privacy whilst they are being attended to.

AC to make enquires re queuing system for the telephones.

DATE OF NEXT MEETING

Saturday, 18th January 2014 at 11 am.

Abbreviations:

CCG – Clinical commissioning group

AFHC – Ashdown Forest Health Centre

PRG – Patient reference group

AC – Andrew Cornell

SCM – Simon Crozier-Meares

Meeting closed at 1pm.

**DRAFT**

**Ashdown forest Health Centre – Patient Survey 2013/2014**

You can help this practice improve its service and we would welcome your honest feedback. The questions detailed below have been agreed by our PRG (Patient reference group) who will assist the practice to identify areas that are of priority to you and to gain feedback on any agreed action plans and their implementation.

* Age, Sex, Ethnicity, Carer

1. Do you understand what the Patient reference group (PRG) IS?

**Yes/No**

1. Are you satisfied with the work the group is doing?

**Yes/No**

1. Level of satisfaction with the surgery opening hours

**Poor/Fair/Good/Very good/ Excellent**

1. Do you feel reception should open between 12.30 – 13.30 (it is currently closed for lunch)

**Yes/No**

1. Level of satisfaction with overall services provided by the practice?

**Poor/Fair/Good/Very good/ Excellent**

1. Chance of seeing Clinician

**Poor/Fair/Good/Very good/ Excellent**

1. Chance of seeing preferred Clinician

**Poor/Fair/Good/Very good/ Excellent**

1. Chance of speaking to preferred Clinician on telephone

**Poor/Fair/Good/Very good/ Excellent**

1. Level of comfort/cleanliness of public areas

**Poor/Fair/Good/Very good/ Excellent**

1. Manner in which you are treated by reception team

**Poor/Fair/Good/Very good/ Excellent**

1. Are you satisfied with the provision of parking and road access at the practice?

**Yes/No**

1. Have you accessed NHS 111?

**Yes/No**

13. If yes how satisfied were you with the service

**Poor/Fair/Good/Very good/ Excellent**