



**Minutes of Meeting
Patient Reference Group
13 February 2014**

Present:

Patients: Jean Carter, Tony Waddell, Alma Milburn, Lynn McVittie, Michael Simpson, Ian Dockerty, Lorna Gibson, Harry Rutherford, Kevin Howe (new member)

Staff: Sue Elsbury – Practice Manager (chair)
Kath Storey – Practice Manger
Dr John Bisson – GP

Apologies: Trevor Alexander, Madeline Wardman, Joan Atkinson, Rose Bambridge

- 1) Matters Arising from previous minutes - Patient Survey (On Agenda)
- 2) Results of the patient survey – See attached report for actions. In addition to the findings in the report we agreed the following points that were discussed within the group as part of continued improvements to patient experience:
 - To continue using the plasma screen as a method of communication to patients.
 - To continue to develop staff to meet the needs of patient groups, especially the vulnerable, to ensure that access to our service is not compromised.
 - To consider developing a younger group, acknowledging that the content of this meeting may not engage our younger patients.
- 3) North Durham CCG Update – The group were updated on some of the recent work that is being carried out or planned within North Durham.
 - Waste Medicines Campaign
 - Podiatry and Retinal Screening – current pressures in demand/capacity
 - Request for ‘soft intelligence’ – request to supply us with feedback good and bad for patient experiences within any healthcare setting

- A&E Pressures – and the subsequent knock on effects on ambulance services and admission beds.
- Winter Pressures – The impact of weekend opening, showing the total number of appointments offered to date – and the impact on reduction of the 111 service

The group were shown the details of the North Durham website where bulletins could be accessed.

- 4) Patient Information Leaflet – We agreed that the leaflet was very informative however the main reason for discussing this was to obtain patients perspective on understanding the various roles within our nursing team. It was agreed that the current page explaining this was informative however this could be mirrored on the Plasma Screen therefore SE to draft some slides and share with the group.
- 5) General Comments – the group were asked for suggestions as to how to ensure we always use this forum to its best ability. The reasons for attending were generally to stay abreast of things that are happening in the practice, but to also contribute to the way in which services are delivered / improved.

The 2 suggestions were 1) to remain focused on patient education to alternative treatments relating to healthier lifestyle, before medical intervention, mainly relating to exercise as an intervention before statins etc. It was acknowledged that this was generally the ethos for the practice. 2) A tour of the building before the next meeting would be useful – SE to arrange.

- 6) AOB – A brief update on the retirement of Dr Mallika and the addition of our 2 new GP's was given. In addition to this, we are recruiting another 2 GP's – 3 strong applications have been received to date
- 7) Date & Time of Next Meeting – TBA