

Ashville Medical Practice Patient Reference Group Meeting Minutes
26th April 2018

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Patient Reference Group Members (11)

Mel welcomed the members to the meeting.

1. Actions Update:

There were no actions to be updated.

2. New Members:

No new members were present at the meeting.

3. Practice News:

(a) The number of patients has increased to 11,636. (10,500 in 2013.)

(b) A new GP partner is to be recruited with interviews taking place in May. It is hoped for a starting date for the successful applicant in September/ October 2018.

(c) Two new GP registrars will be commencing duty:

Dr. Christine Woodward – Part Time for approximately 20 months

D. Mohammed Afzal – Full Time for 6 months

Dr Leary will leave in August, and has successfully passed the relevant examinations.

Dr Reeder will leave in May.

(d) Heather (Practice Nurse) has returned to work.

(e) Administrative staff have new uniforms.

(f) All clinical and administrative staff members receive annual training in CPR. This proved invaluable recently when a person in the waiting room collapsed, and was successfully resuscitated.

4. CQC Visit:

The practice was last inspected by the CQC in December 2015, but to date no information has been received about another visit. PRG members can be involved as before if they wish to be.

5. Terms of Reference:

These are reviewed annually, and it was agreed that no amendments are necessary; version 7 will be produced.

6. Change in Late Night Opening:

Mel had requested responses from PRG members to a proposed change in late night opening from Monday to Wednesday. She thanked members for their positive replies and comments. This would be implemented from July 1st with the times of 6.30pm to 8.30pm remaining the same. Monday was always busy with staff under pressure, and changing the late night would allow for more resources on that day being available. It was hoped that the pharmacy would change their late night, but this was not under the control of the practice. Information will be circulated detailing the change of day.

7. Patient Survey – 2018:

Members were in agreement that the survey from the previous year was satisfactory, and it also met the needs of the practice. A member raised issues about the appointment system, and asked about reminders for annual reviews and other tests. Mel explained that it is not logistically possible for reminders to be issued, and that the responsibility for the health of an individual lies with themselves. She further confirmed that triage only applies to GP appointments, and was not used for nurses sessions. It is largely impossible to meet the needs and expectations of all patients all the time, and the current system was working well and was professional, safe and efficient.

Mel will email the questionnaire to all members, and it will be an agenda item at the next meeting.

8. Patient Council:

A meeting had been held on 25th April 2018, but a report was not available due to the absence of the representative at this PRG meeting.

9. Any Other Business:

(a) A member confirmed that a defibrillator was now sited on the Scout Hall wall in Ardsley village, and was ready for use; training was advertised and available.

(b) A member wished to record her compliments as a new patient, saying that the practice had good staff and an efficient management system.

(c) Mel asked if there were any items members wished to discuss at future meetings; it was agreed that an approach be made for a speaker from the Alzheimer's Society to focus on dementia. Members were reminded that the practice "Dementia Champion" is Ruth Nowodny.

Mel informed members that an initial meeting with the Alzheimer's Society organiser has been arranged at the practice for 21st June. New coloured seating in the waiting area, which is more dementia friendly, will be discussed as part of the meeting.

(d) A member asked if data was produced regarding the number of individual visits by a patient, and also their non attendance. Mel stated that this was not possible.

(e) Health Care Assistants are trained in giving advice on obesity management and smoking cessation.

(f) Mel informed a member of the contact details for pain management referral.

(g) In response to a query, Mel confirmed the café was franchised; the responsibility of the landlord of the building and the practice did not have any involvement.

(h) Pharmacy issues concerning delivery of medication were raised. Mel stated that this was not an area related to the practice, and any difficulties should be discussed with the pharmacy in question.

10. Date and Time of Next Meeting:

Thursday 26th July, 2018 at 1.00pm
Conference Room at Ashville Medical Practice.