

ROYSTON GROUP PRACTICE - PRG

Minutes of meeting – 28.01.15

Present:

Angela Adams Practice Manager
 Dorothy Linacre
 June Whitelam
 Margaret Tinker
 J Marson
 Bill Newman
 Joan Blackburn
 Brenda Hillkirk

No:	Description:
1	Angela welcomed everyone to the meeting, and thanked everyone for their time in attending.
2	<p>PREMISES EXTENSION: The practice has received financial approval from NHS England to go ahead with the extension. Planning permission is being sought and the PPG were asked if they would sign a letter supporting the application, which would be forwarded to BMBC. The PPG agreed to the content of the letter and fully supported the application for extension. Mr Newman suggested a contact he knows who works in planning should the practice have any queries. Angela outlined the extension design again and the purpose for the expansion – to accommodate more clinical space and improve the service provision to patients of RGP and Royston. The PPG agreed this is in the best interest of the patients and the area.</p>
3	<p>PRACTICE WEBSITE The current website was discussed and that the practice wished to improve its content and appearance, and to make it more attractive to patients/users. The PPG agreed the content should be more informative and include links to self-help groups both locally and nationally, a suggestion that short health promotion videos could be included was made, and this was received well by everyone. The PPG also suggested links to management of minor conditions i.e. acne – which it felt would be useful to younger patients – an expansion of this could be to include help and advice with regards to bullying, Childline, Samaritans and numerous support agencies. Angela informed the PPG that all these suggestions would be put to the new web designer and the content of the site to be as interesting and informative as possible. The PPG agreed a new website was needed for the practice.</p>
4	<p>PATIENT INFORMATION Angela asked for feedback from the PPG regarding the practice having displays in the reception area from different local/national support groups. This would provide patients with the opportunity to obtain information about support available for a wide number of medical conditions as well</p>

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	<p>as general information regarding support on a more social level. The PPG agreed this would be a very useful resource and made numerous suggestions of local support/self-help groups and clubs which would probably be interested in promoting their services through displays in the waiting room. Also it would be very useful to contact any local support groups i.e. AgeUK, Parkinson's Disease, Alzheimer's Support, to enquire if they would be willing to participate. The displays could be in the surgery for one or two days, or even up to a week – with or without representatives to speak to patients. Angela will collate a list of local agencies and groups and will ask a member of the practice team to co-ordinate the setup of these sessions. The PPG agreed this would be a useful resource to have.</p>
5	<p>PATIENT COUNCIL MEETINGS Angela enquired if the PPG were aware of the Patient Council Meetings which are held on the last Wednesday of every month at Barnsley College. None of the group were aware of these meetings, but generally felt that it was too far to travel to town to attend. Angela will feed this back to the CCG who may be able to vary the venue from month to month.</p>
6	<p>PAPER MEDICAL RECORDS A member of the PPG enquired as to how far the information in the paper medical records goes back. Angela explained that the records are created from birth (for everyone born after the formation of the NHS) and until recently when medical records became computerised, every entry made by a GP at every attendance by the patient was recorded. Also every letter received was filed into the paper Lloyd George Envelope. The practice has to retain the paper records for every registered patient on the list – although all information is now entered electronically. Historic information is also 'coded' and entered electronically for every patient.</p>
7	<p>CARE NAVIGATION A member of the PPG enquired about the Care Navigation Service and how feedback from patients could be recorded. The service is provided by South West Yorkshire Partnership Foundation Trust, and is aimed at providing support to patients who have recently been in hospital with the focus on aiming to improve the patients' health and reduce re-admission to hospital. Angela agreed to find out more information from the service provider.</p>
8	<p>PPG SUGGESTIONS Provision of clock in waiting room Provision of water cooler in waiting room Clearer positioning of suggestion box for patient feedback Angela agreed to take these forward to the GP partners</p>
9	<p>DATE & TIME OF NEXT MEETING 25th March 6.00pm</p>