

University of Reading Medical Practice

Patient Participation Group

Minutes of the meeting held on the 19th May 2011

Present: Irme Rashid, Richard Glencross, Lorraine Watkinson, Sally Jones, Suzanne Derbyshire, Bridgid Sewell, Clare Cowan, Alison Black, Steph Johnson, John Wright, Robert Stratton

Apologies: Kate Ness, Isabelle Travis

1. Actions from Last Meeting

LW to arrange for coat hooks to be placed on doors in patient toilets, completed.

LW to arrange for patient call sound to be changed to beep, completed.

SD to carry out a telephone survey on patients gaining test results and feedback findings to the group at the next meeting. Completed and feedback to meeting under A.O.B. see below.

RS advised that the call system had sent him to the wrong floor on one occasion. It was agreed that this was probably due to human error as RS had two appointments and it's likely someone was attempting to access notes while already with another clinician. **Action:** IR to advise doctors to take care when opening patient records.

Minutes agreed by those present.

2. Practice Leaflet Feedback

LW distributed proposed new practice leaflet for comment. These are intended to replace the old practice wallets. The leaflet will be available to download from the website and paper copies will be available to those without access to web.

RS felt the format was clear and informative

JW suggested that the leaflet should include contact details for Business Manager.

IR asked that everyone take a leaflet to look at home and to contact LW with any suggestions, comments. **Action: All**, Any suggestions etc to LW

3. You're Welcome update

LW reported to those present that the Practice has received "You're Welcome" accreditation from the local council. We had to demonstrate that we provide specific services to young people and acknowledge and respect their right to confidentiality. The Practice is the first surgery in the area to receive this accreditation. The process involved LW submitting a large amount of evidence followed by a visit by a group of young people together with a youth worker from RBC. This was then followed up by a visit from a team of professionals. A number of suggestions for further improvements were made which will be taken into consideration.

4. Feedback on Website

IR explained that updating the practice website is being considered and asked for any comments / suggestions to be forwarded to LW.

There were a number of points raised:

RG felt that the site is easy to navigate.

StJ reported that the site contains all the relevant information and that this is easy to find.

JW suggested it would be useful if there was the facility to change the on line appointment password. **Action LW & CC** to discuss this with LG.

AB advised that the University website is being changed in a year so it may be worth waiting before making major changes.

StJ felt that it's easier for students to navigate the site if the format used is similar to the main University webpages.

Action All: Any comments, suggestions to LW.

5. Feedback on South Reading Consortium Patient Group Meeting

SJ had attended the meeting of the above group on Wednesday 18th May, held at the Melrose Surgery. SJ reported that the purpose of the group is similar to that of the Patient Participation Group but for all those practices within the South Reading Consortium, ie the group gets together to make suggestions and offer opinions on the service provided by the Consortium.

Any patients are able to attend if they wish, if interested they should contact Zoe Clarke at Melrose Surgery.

6. A.O.B

- SD presented the report regarding the test result survey, it had been found that in the majority most people are very satisfied with the service they receive obtaining their test results. A couple of suggestions had been made which have been implemented to further improve the service.
- CC and LW advised that we have to have a patient participation group which is representative of the demographic of the registered patients.

The group will be involved with agreeing priorities in health care and decision making. LW advised that it is proving difficult to recruit new members and the forming of a virtual group is being considered. This would enable people to take part without having to attend meetings in person. Communication could be conducted by email, this possibility will have to be investigated further and will have to comply with issues of confidentiality etc.

StJ made various suggestions how various groups of students could be contacted, **Action LW** to discuss further with StJ.

This subject will be discussed again at next meeting.

Date of next meeting: 13th October 2011

Actions	Person responsible	Due by
To advise doctors to take care when opening patient records to prevent call system errors	IR	9 th June 2011
Any suggestions regarding new practice leaflets to LW	All	9 th June 2011
Any comments, suggestions regarding the practice website to LW.	All	9 th June 2011
To discuss possibility of being able to change log in password on website, LG to be consulted.	LW and CC	9 th June 2011
To discuss possible contacts for PPG with StJ.	LW	9 th June 2011