

PEEL PARK SURGERY MINUTES

PATIENT ENGAGEMENT GROUP MEETING

DATE: Wed 18th June 2014

Time: 1pm

Venue: Peel park surgery

Present: Dr PJha, Margaret Jackson, Finance manager, Sophia Butt practice manager. Women zone (Nadia)

Apologies: Mr MK PRG, Mrs AC, PRG, Mrs FA, PRG, Mr MY PRG, Mrs M P PRG, Mrs JC PRG member

Welcome and introduction to all members of the staff and PRG.

Promote Patient engagement:

We discussed to look at how can we involve range of patients in their own care and promote better health. Promote Patient engagement. Patient and community networks were discussed and informed the PRG about meetings taking place every couple of months. Mr MY is already a member of the community meeting and attends regular meetings at CCG level and BTHFT meetings. He also thought that practices should promote patient engagement and involve patients in their care.

Self Care Awareness:

Self care was discussed and what it means from the general practice's point of view and patients view. Women zone was introduced during the meeting. The representative from women zone talked about the services offered by them and how it could have better effect on women's health and their knowledge. Mr MY liked the ideas and services Women zone and asked if it was available for men or women only. Nadia from women zone suggested that they look in to providing the services for men if they seemed interested and fed back to their GP.

Use of SMS text:

Service was discussed amongst the group and most members liked idea of use of SMS text service which reminds patients of their appointment. Mrs JC suggested if the practice could give more notice in appointment reminders such as 1 or 2 days before their appointment. Dr Jha suggested if the automatic reminding system could become operational but as almost half of the patients do not have the consent entered in their medical notes, Sophia suggested that the system will not be able to recognise this and will not work effectively.

Mrs AC suggested a different tune to be played when the patient call screen plays a tune for the patient as a prompt to go in doctor's room for their appointment.

A brief introduction to the **Patient Access** survey which is up and coming soon .

Friends and Family test was discussed as the concept has been adapted by the NHS and will become operational by Sept/ Oct. All representatives liked the idea of how likely they are to recommend our practice to their friends and family if they needed similar treatment.

National Patient Survey:

Sophia pointed out to the group that the next survey is currently being sent out and if they can fill them in.

AOB

Date of next meeting September

Meeting concluded at 2:00pm