

MUNRO MEDICAL CENTRE

Summary minutes of a meeting of the Patient Reference Core Group held on Monday 12th November 2012 in the Practice Meeting Room

Present:- Chairman, Secretary, five members and two practice management staff

1) Apologies for absence

Three apologies were received.

2) Chairman's Welcome

The Chairman thanked all those attending and advised the members that he and the Secretary had had a meeting with the practice management staff to discuss the purpose of the group and confirm a few points in the running of the group.

3) Minutes of the meeting held on October 15th 2012

It was pointed out that nothing had been recorded regarding the state of the ramp at the entrance to the car parking area to which the practice replied that the problem was being looked into.

After this amendment the minutes were accepted.

4) Matters Arising

The new telephone number is now in operation

The practice had investigated other surgeries with a patient reference group and reported that they mainly were only fund raising with few participants and were very informal.

The Chairman asked members how we could involve the wider PRG group who had volunteered and it was agreed that this will be discussed as the Core Group develops.

Reception privacy update – the music system wiring was now in place.

5) Update on results of 2011/2012 Survey

The Chairman asked if the points in the 2011/2012 survey should now be carried forward as most points had been discussed and amendments made where possible. The practice would be summarising those points on the website.

6) Newsletter Progress and consideration of draft

Copies of the draft Newsletter were distributed and it was stated by the editor that this year's currently important points had been brought to notice.

The practice will print the copies 'in house' and they will be available in the Surgery as an A5 fold and also on the website as A4.

The Chairman suggested that there should be four issues per year which was

agreed.

The editor will be responsible for content which will then be agreed by the PRG and finally 'signed off' by the practice before printing.

After one or two minor amendments the draft was approved by those present.

Thanks were given by all to the editor for his work and style of the newsletter.

7) Progress report and discussion on questions for the 2012/2013 Survey

The practice had produced the core questions and issued a draft to each member.

It was suggested that perhaps a question should be included regarding whether copies of letters from hospital appointments should be included, as often these appear to be omitted. The Chairman asked if perhaps the surgery should follow this up but the practice pointed out that it is in the patient's own interest to follow up their treatments and any further appointments.

Further discussion ensued regarding hospital appointments and any further comments should be brought to the next meeting for discussion and/or inclusion in the next survey.

A member had questions that he thought should be included regarding the Triage appointments system but the practice said that changes had been made and further mention will probably not bring any further feedback from last time. The member also asked about the test results question and this will be discussed at the next meeting.

The Chairman asked how the draft survey would be distributed. It will be sent to PRG members and any comments from PRG members should be sent to Connie via the Munro email.

A member suggested that a presence in the surgery by core group members to hand out the Survey to patients could also make them aware of the PRG. This was agreed to be a good idea and a couple of members expressed their willingness to do this.

As time was ticking by the Chairman suggested that any further business be discussed at the next meeting.

The Chairman also said that perhaps a letter should be sent to the wider PRG group advising them of the Core Group meetings and the intention to involve them in the future.

The next meeting will be held on

MONDAY 10th DECEMBER