

MUNRO MEDICAL CENTRE
PATIENT REFERENCE GROUP

Summary minutes of the PRG Core Group meeting held on Monday 15th October 2012.

Seven PRG members, a practice doctor and two practice management staff attended the meeting.

This meeting was organised by the Practice to elect a chairperson and secretary and to review the action point progress arising from the 2012 Patient Survey

Points arising from Patient Survey 2012

- 1) The Practice advised that the relevant department had been informed of the need to ensure that when contacting a patient and a message has to be left sufficient detail is given to enable the patient to locate the caller. A new process was to be implemented so as to ensure patients know who in the surgery they need to contact. It was also reported that patients who act as Carers have been designated on the practice records - this point had been raised at the first meeting in relation to missed appointments so as to allow some tolerance should a carer be late.

Election of Chairperson and Secretary

- 2) The Chairperson and Secretary were appointed and agreed by all present.

Communication with/within the PRG Core Group

- 3) A process was agreed to enable communication with the members of the PRG Core Group through the website.

Telephone lines

The practice telephone lines had been increased in number to eight and when the new system is fully operational notices would be posted in the Lincolnshire Free Press etc., to advise patients.

There will be a direct line to the Pharmacy and also a direct line to obtain test results.

New website

- 4) A demonstration of the new website that was currently under construction was given. The possibility to show a demonstration in the waiting room to show patients how to operate same was also discussed.

Communication with the PRG

The question of informing the PRG of the Core Group's meetings was also addressed as it was important that patients should be informed of these meetings. After discussion it was agreed that summary minutes would be produced for wider distribution on the website.

Patient Survey 2011

- 5) Patients had commented in the 2011 Survey that more privacy was needed at the Reception desk. Discussions had taken place about re-modelling this area. Music

had been discussed as a first resort to distract overhearing conversations at the reception desk. A diagram of partition cubicles at the reception desk was being considered but it was advised that conversations might still be overheard. The general feeling was that it was a 'professional' task to give such advice on noise and confidentiality. The Practice would keep the PRG informed of progress.

- 6) The Practice advised that the Survey for 2012/13 needed to be shorter than previously and suggestions from the Core Group would be welcome for questions. Suggestions from patients would also be asked for.

There being no further business the meeting closed at 7.20p.m. and the next meeting will be on:-

Monday November 12th 2012 at 6.00p.m.