

### Minutes of the Patients Reference Group meeting held on 28<sup>th</sup> November 2013

Present: Dr Paul Davis, Deputy Practice Manager Ms Liz Webb, Senior Receptionist Mrs Shirley Lacey

Patients: Joan Manning, Colin Stodel, Janice Stephens, Peter Neighbour, William Stephens, Janet Williams, Catherine McCormack, Robert Gamble, Anita Gamble, Leander Finn, Siphra Ingram, Joan Perry, Richard Beeden, Trixie Lee, Gerald Lee.

Dr Davis chaired the meeting and thanked all for their attendance.

The group introduced themselves, the majority of the group agreed an afternoon meeting was preferably to attend. This was noted.

PD feedback to the group, how the practice had been progressing with Actions set in the last PRG Annual Report 2013.

- The practice doctors have had 2 training sessions for Dementia, and Dr Ray/Dr Davis has become the practice lead GP for Dementia. There were two training sessions, one covered diagnosis and early detection and the second session covered management of dementia. All practice GP's were in attendance for the training.
- The practice is still awaiting a training session with a hospital Dietician. A date was set for 26<sup>th</sup> February but had to be cancelled. This has now been rearranged for 14<sup>th</sup> May 2013. PD confirmed that dietary advice had been added to the practice Website and also on the TV display screens.
- The group discussed the new automated telephone system; some patients had not yet used the system. Those patients, who had used it, felt it had worked well.
- PD explained that the Internet appointments had been installed along with the option of requesting repeat prescriptions. These are now both accessible by registering for online services with the reception team. The group discussed the use of booking internet appointments. Those patients who had used it felt it worked well. Comments noted from the group were, that there were not enough appointments available. Practice to look in to this and increase where possible.
- PD discussed the progress the practice had made with the support for Carers. Explaining that the practice had been working hard towards identifying all Carers. All Carers will be invited for a health check appointment throughout the year. LW explained the new processes now being used in the practice for Carers to be identified. This is to help facilitate medical information being passed to Carers. A new prompt has been added to all Carers records which had been introduced so the reception team can offer convenient appointment times to Carers where possible. PD also explained that Dr Moore is now our clinical lead for Carers, but as yet no patients had volunteered to be a Carers Champion. Despite this we will still planning on running a Carers support group in the practice. First meeting date for Carers not yet decided as awaiting reply from Carers in Hertfordshire to help facilitate the first meeting. We will write and inform our Carers once a date has been agreed.