



## Patient group meeting Thursday July 26<sup>th</sup> 2018

### MINUTES

*8 patients present, plus Camilla Hawkes and Kay Noble for St Martins  
Apologies received from Sukhi Lall for St Martins*

#### 1. Introductions

Camilla thanked everyone for giving up their time to attend the meeting

#### 2. Minutes of last meeting (15<sup>th</sup> March) were read

#### 3. Premises – update & feedback. Feedback was welcomed on how people are finding the new building. Overall the feeling is that the building is lovely and staff continue to be as friendly as ever. The following comments were made:

- The grounds are a bit messy (rubbish, leaves etc): Camilla to feed this back to the facilities mgmt company.
- How do staff feel at front desk, without a glass screen do they feel more vulnerable? Response: this was discussed a lot by the entire staff during the design stage. It has been noted since we moved that generally, patient's behaviour is better in this building. Also, there is a "panic button" system in place and all staff have been given appropriate training. Additionally, the presence of the pharmacy means there are a lot more people around. We have discussed this with staff since the move and they report that they feel comfortable.
- It has been noted that on the Tuesday night late sometime a receptionist is on her own at the desk as other one is called away – what is lone working policy? Camilla to report back on this next time.
- Concern was expressed re confidentiality at the front desk? Response: Overall the new building enables us to maintain confidentiality much better than before. However there is always room to improve, and all potential breeches are taken seriously. We are reviewing who sits where in the Patient Support team, now that we have settled in more. More feedback will be given next time.
- Concern expressed re the temperature on ground floor – it seems a bit cool even on recent hot days: Camilla to feed this back to the facilities mgmt company.

#### 4. Patient group

- We are delighted to see 4 new people present today. All those pts who volunteered during our recent move had been invited today. Camilla ran through the terms and reference of the group (on website) and it

was agreed that as these were created in 2015/16 that it was time to update them and so this would be on the agenda next meeting.

- We would like this year to reinvigorate the Patient reference Group – Sukhi has reduced her hours to 2 days pw and will be leaving sometime in the next few years. So as part of succession planning for when Sukhi leaves, Kay is present today to start to get to know people / how the group functions.
- It was noted that none of those present has received the agenda beforehand and so had not had the chance to read the development Plan . Camilla to look into this.

5. **Practice development plan** – the draft was discussed. The following comments were made:

- Some jargon eg “CCC” “SUI” “access” - spell these out. And surely these relate to safety?
- How about the possibility of a JOINT PRG group with other practices locally
- Add in that we would like to work more closely with the pharmacy once they move back in eg BP/pulse readings
- Access: add in re extended access appointments

6. **AOB**

- One of those present had left a private report at front desk, and had not been told about the process / timescale. This information was only given later. Please cd this be looked into. Camilla will look into this.
- Gilda has attended CCG patient forum meetings. There has been a consultation recently about prescribing of gluten free items. It looks like the national prescribing guidance on this is to be adopted in Leeds which may be slightly more relaxed than the earlier Leeds-only proposal.

**Future meeting dates**

Thursday 18th October 1 - 2.30pm

Thursday 13th December 5 - 6.30pm