

## **Dr Darbyshire and partners**

### **Patient Reference Group (PRG)**

#### **2013-2014**

The Patient Reference Group has continued to contribute to the organisation of the practice during the year 2013-2014. We have discussed the need to expand the group, particularly with the resignations of 3 members of the group. We also would like to recruit some younger patients to the group to ensure we are giving all our patients a voice in developing the practice.

The big projects during the year were the changing of the telephone system from an 0844 to a 0113 number and the progress of our proposed new build in Crossgates.

With the agreement of the group a new contract was taken for the telephone system and was installed in September 2013. To date, despite losing some functionality, it seems to be working well and we have not had any complaints about the new system.

We are now on the final stage of the planning for the new build at Crossgates and we are hopeful that we will soon be able to announce that work will start in the near future. Watch this space!

We have met twice during the year and the minutes are included below. The last meeting in February 2014 was to agree the format and subject of the latest patient questionnaire. It was agreed that it should concentrate on the new "One Stop Shop" for long term conditions. Despite the small sample the feedback was undeniably positive. Although we have not yet met to discuss the results, I think they speak for themselves. We will be seeking the views of the Group as to how we might roll this out further.

## Minutes of a meeting held on 25<sup>th</sup> June 2013

**Present:** Dr Vila, Jenny Taylor, Julie Sutcliffe

- 1 Jenny welcomed everyone to the meeting and apologised for the length of time since we last met. The last general meeting was in July 2012 but we did meet with the developers of the new potential build at Crossgates in October last year.
- 2 Action plan from the last patient questionnaire. We tabled the action plan that resulted from the analysis of the latest patient questionnaire and it is attached to these minutes.
  - We have changed the telephone message to include the opening times of the surgeries so that it is available to all patients contacting us by telephone.
  - The 0844 number is the next item on the minutes where it will be reported in more detail
  - The virtual patient group has not been developed as yet but it stays on our plan for action in the near future.
- 3 The latest newsletter was also tabled (please see link on home page). We aim to publish the newsletter on a quarterly basis and include information on issues relevant to the season.
- 4 The Crossgates build – Jenny gave a brief report on the situation regarding the build. Some problems had been encountered on the original site but the developers are working hard on our behalf to resolve the issues and it is hoped that there will be some definite news in the next week or two. The developers and the practices are confident that the project will continue and will be delivered in the next 18 to 24 months.
- 5 0844 telephone -
  - Jenny reported that the practice has been in discussion with our present telephone provider and they have developed a solution which will give us a system with the same functionality was enjoy at the moment but with an 0113 number.
  - It does mean that for a period of six months from signing up for this contract, we will lose the queuing function on the system which means that when all lines are busy, patients will receive the engaged tone and will have to re-dial.
  - At the end of six months when the new system is ready for roll out we will then regain the queuing function.
  - There will only be one change of number and this will not change again when the final solution becomes operational.

- We discussed this in some detail and it was felt by the group that, although not perfect, it was preferable to the 0844 number we currently provide.
- It was agreed that the practice should go ahead and sign for the new system

The meeting was closed at 7.10 p.m. Jenny to update the group on the progress of the new build when more information available.

Date of next meeting - TBA

## Minutes of a meeting held on 25<sup>th</sup> February 2014

**Present:** Jenny Taylor, Julie Sutcliffe, Mr xxxxx, Msxxxx , Ms xxxxx and Mr xxxx.

Apologies: Dr Vila, Mr xxxxxxx

- 6 Jenny welcomed everyone to the meeting.
- 7 Apologies for absence – as noted above. Jenny informed the meeting that with regret Mrs xxxx had resigned from the group due to her ill-health. We would like to thank her for her positive contributions to the group and wish her well.
- 8 The latest newsletter was tabled (please find link on home page). We are publishing the newsletter on a quarterly basis and we include information on issues relevant to the season.
- 9 The Crossgates build – Jenny gave a brief report on the present situation regarding the build. It is now looking hopeful that the project will progress in the near future. We are as close to formal agreement as at any time during the process and we are looking forward to work starting in Spring/Summer this year.
- 10 We reviewed the new telephone system which has now been in place for five months. Although the group had not had occasion to use the number very often, they reported there had not been any problems with the reduced functionality.
- 11 Jenny detailed the changes to the partnership that were taking effect during the coming year.
- 12 The patient questionnaire relating to the new long term condition clinic was discussed and some changes were made to it as a result of the discussion. We will meet again to look at the results. (see results of survey on link on home page)

The meeting closed at 7.00 p.m.

Date of next meeting - TBA

