

**MINUTES OF A PATIENT REPRESENTATIVE GROUP  
MEETING HELD ON 27 MARCH 2024**

Present: Bob Cooper, Janet Copeland, Tina Coulson, Sheila Drury, Morag Keddie,  
Pat Osbourne

**Action**

1	<p><b>Welcome and Apologies.</b></p> <p>Sheila welcomed all to the meeting</p> <p>Apologies received from Jane Green, Lesley Marginson and Jan Leftley</p>	
2 & 3	<p><b>Minutes of the last Meeting &amp; Matters Arising</b></p> <p>The Minutes of the last meeting were agreed. Actions arising from them:</p> <p><b>Item 3/4</b></p> <ul style="list-style-type: none"> <li>• <b>Follow-up appointments</b> Discussion took place regarding the ongoing problem of difficulties in making a follow-up appointment with the same GP following a request from them to do so.</li> </ul> <p>Suggestions raised included:</p> <p>(i) whether each GP could allocate a certain number of follow-up appointments per week</p> <p>(ii) Waiting for test results to come back before the GP requested a follow-up. A telephone appointment may then be suitable or no follow-up required.</p> <p>Tina explained that the NHS contract requires the practice to have a certain number of “on-the-day” appointments available. Although this was understood by the PRG, if a patient is phoning for a follow-up appointment they are going to take one of those appointments anyway, but which may not be with the doctor requested.</p> <p>Tina will continue to discuss this with the doctors to see if a compromise solution can be found.</p> <ul style="list-style-type: none"> <li>• <b>Text Messaging</b> – see item 4 below.</li> </ul>	<b>TC</b>
4.	<p><b>Text Messaging</b></p> <p>Following December’s meeting, Tina has raised awareness of this with the practice. Text messages can be used to review medication and with results of tests. There will be an hour a day when econsult is available for patients, this is over lunchtimes</p> <p>Further uses for this will be explored by Tina and the practice team.</p>	<b>TC</b>
5.	<p><b>Virtual PRG</b></p> <p>The question was raised as to who the virtual group are and when/how they are used. This was something Perry set up and Tina will liaise with Megan Birch who administers this on behalf of the practice and report back at the next meeting.</p>	<b>TC</b>

6.	<p><b>PRG</b></p> <p>At present, there are 5 core members of the PRG, with another 2 who attend when other commitments allow. A further 2 have been unable to attend the last 2 or 3 meetings but who hope to return when their circumstances change.</p> <p>It was agreed that we do need more members and we will consider ways to achieve this, such as posters in the waiting rooms, friends, practice staff mentioning it to patients. Tina will see if any of the Virtual PRG would like to attend.</p> <p>There are a number of previous members of the PRG who have not attended a meeting for some years but who still receive Agendas and Minutes. Tina will contact them to see whether they wish to become active members and attend future meetings. Bob referred to the PRG Terms of Reference regarding non-attendance of members.</p>	<p><b>ALL</b></p> <p><b>TC</b></p>
7.	<p><b>Infographic – monthly stats</b></p> <p>Tina will email the latest stats to the PRG and will bring future stats to each PRG meeting.</p> <p>There are now 17,038 patients registered with the practice, up 350. Mainly due to the newly built homes in Copthorne.</p> <p>There is still a substantial number of missed appointments by patients and this will be an agenda item at the next meeting.</p>	<p><b>TC</b></p> <p><b>SD</b></p>
8.	<p><b>Staff update</b></p> <p>Morag, our Deputy Practice Manager, is leaving in April. She expressed her sadness at leaving after so many years at PHMG but wanted to be able to give more time to her mum. We wish Morag all the best for the future.</p> <p>One of our previous trainee GPs, George Rajasekar, will be joining the practice as a fully qualified GP in August, doing 6 sessions a week.</p> <p>We will have 2 new ST3 trainee GPs starting with us in August for a year. Following this, they take their final exams before becoming fully qualified GPs.</p> <p>Our Reception Manager is still on maternity leave until June.</p> <p>The 3 Physician Associates (PAs) are doing very well.</p> <p>The practice now has 7 Partner GPs and 2 salaried GPs.</p>	
9.	<p><b>2024 meeting dates</b></p> <p>It was agreed that the next meeting date will be decided at each meeting.</p> <p>The next meeting will be on 26 June 2024</p>	
10.	<p><b>Any other business</b></p> <p><b>(i) How to do patients access their hospital records?</b></p> <p>Bob asked if it is possible to access these online as we can with PHMG</p>	

	<p>records. Morag advised that each hospital's website should have a link for patients to register to have online access to their records.</p> <p>(ii) <b>Additional security check when logging in to Patient Access</b></p> <p>Bob raised the issue of another level of security now added to the log in process of Patient Access. Tina explained that this system is not something the practice has any control over.</p> <p>(iii) <b>Will there be any waiting room surveys carried out in the future?</b></p> <p>Pat and Sheila advised Tina of previous surveys carried out in both Copthorne and Pound Hill surgeries. Sheila will send a template for Tina to review whether this is something that will be continued.</p> <p>(iv) <b>Extended Access</b></p> <p>Tina advised that from 1<sup>st</sup> April the practice will be managing the extended hours with our own staff, not as part of the Primary Care Federation. These hours are not included in the book-on-the-day figures. These appointments are pre-bookable via telephone during regular surgery hours and could potentially be used when a follow-up appointment is needed. The extended hours are:</p> <p>Monday evenings 19.30 - 20.00 (covered by Dr Spensley)</p> <p>Friday mornings 7.00 – 8.00</p> <p>All day Saturday – once a month</p>	<b>SD</b>
11.	<p><b>Date of next meeting</b></p> <p style="text-align: center;">Wednesday 26 June 2024    12.00 – 14.00</p>	