

MELTHAM GROUP PRACTICE  
PATIENT REFERENCE GROUP

MEETING TUESDAY 20<sup>th</sup> February 2018

AGENDA

1. Attendees and apologies
  - New member
  - Members leaving and new administrator
2. Matters arising from meeting 17.10.2017
3. Patient Survey
4. Review PRG report 2017/18
5. PRGN and handouts
6. Dr Ashraf – suggestions for provision of 3<sup>rd</sup> party services in the surgery

MINUTES

- 1 Attendees: Elizabeth Alberti, Michael Ingleby, Judith Roberts, Greg Smith, Helen Macgregor, Pam Powis (Chair/Minutes)  
Apologies: Dr Ashraf, Sue Frost, Pamela Shelton

Pam welcomed our new member, Judith Roberts. Jean Wrathall and Jemma Horsley have now left the Group. We would like to thank them for their participation and contribution to the Group since its inception.

Pam is retiring at the end of March and introduced Helen Macgregor who will be taking over as administrator of the Group from April.

- 2 Matters arising from meeting 17<sup>th</sup> October 2017

Michael attended the December PRGN in order to put forward his views on the statistical analysis of the data collection from the Extended Access patient survey carried out in November. He felt his efforts were wasted as the PRGN admin team were not interested in his expertise. He also brought some documentation regarding a new research institute called The Healthcare Improvement Studies (THIS) Institute which will be based at the Cambridge Biomedical Campus alongside Cambridge University Hospitals NHS Foundation Trust. THIS Institute is being funded by a grant from the charity Health Foundation and will be carrying out scientific research into the future of the delivery of healthcare. (Addendum attached).

- 3 Patient Survey

The outcomes from the Practice Patient Survey were discussed by the Group. We also looked at the “You said...We did” tables to review changes that had been made over the past five years as a result of previous surveys. The survey will be published on the practice website.

4 Review PRG Report 2017/18

The Group reviewed this year's report. We had a brief discussion about the ethnicity report (this is downloaded from the clinical system and is based on patients' declaration when they join the practice).

5 PRGN and handouts

We perused Pamela's notes made when she attended the PRGN on 7<sup>th</sup> December. We may need to look at these in more detail – perhaps at the next meeting in April. **ACTION FOR HELEN**

The Group discussed the patient survey carried out by the PRGN from last autumn. We drew comparisons to our local practice report. Patients' comments were reviewed.

6 Dr Ashraf – provision of 3<sup>rd</sup> party services in the surgery

Dr Ashraf was unable to attend the meeting. He asked that the Group consider outside services that may wish to hire a space in the surgery. We have spare rooms now that the Community Teams have moved elsewhere.

Several suggestions were made. Chiropody, acupuncture and counselling were clinical suggestions. Also we could consider hiring rooms to the U3A for small educational group sessions. **ACTION FOR HELEN**

AOB: Pam handed out a copy of a message from Dr Ollerton, Clinical Lead of the CCG and Carol McKenna, Chief Officer. This was a review of 2017. (Addendum attached).