

Kirkstall Lane Medical Centre
Patient Reference Group
Thursday 13th December 2012

Item	Minutes	Who?
Attendees	Dr Keith Miller, Simon Boycott (Practice Manager), Michelle Mahoney (Reception Team Leader), William Greenheld, Jean McAndrew, Mary Oliver	
Welcome	Simon Boycott welcomed the PRG and presented a review of the groups work and achievement over the past 12 months.	SB
Group work to review and agree patient survey for 2012/13	<p>The group reviewed the patient survey results from 2011/12 and agreed that whilst new areas of focus were needed, that the majority of the questions in the previous survey should be retained as it is important for the practice to continually evaluate its performance in key areas.</p> <p>The group generated the following subject topics for new questions in this years survey:</p> <ul style="list-style-type: none"> Repeat prescriptions service Online appointment booking service Telephone consultations System for receiving test results <p>The group decided to amend questions regarding the following:</p> <ul style="list-style-type: none"> Accessibility of the building including parking facilities Availability of routine appointments with a. any available GP, and b. a preferred GP Openness and Honesty of the clinical staff <p>The group also agreed that in addition to making copies of the survey available in practice, that patients should also be able to complete the survey electronically</p>	All

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	<p>on the internet to increase catchment.</p> <p>The group also discussed the possibility of sending the survey out to a number of patients, it was generally agreed that this may not give the most up to date information as patient who we send out to may not have used services in the past 12 months. It was agreed that surveys should be completed by visiting patients in order to give the best picture of how we are performing at this current time.</p>	
<p><i>Presentation on Clinical Commissioning Groups and the role of the patient in Commissioning</i></p>	<p>Simon Boycott shared information on the structure of commissioning of health care services once PCT's have transferred their responsibility to CCG's next year.</p> <p>The role of patients and it's increased prominence in this new system of commissioning was discussed and the group had a chance to ask questions.</p>	
<p>Date and time of next meeting:</p>	<p>28th February 2013 (subject to agreement from members)</p>	