

*Minutes of the Patient Reference Group  
Hoyland Medical Practice.  
Wednesday 22 March 2017 at 2pm.*

**Present:**

|                  |                            |
|------------------|----------------------------|
| John Gessler     | Chair                      |
| Jackie Carr      | Practice Manager           |
| Frank Skorrow    | Patient Representative     |
| David Richardson | New Patient Representative |
| Irene Mack       | Patient Representative     |
| Barbara Ball     | Patient Representative     |
| Albert Paget     | Patient Representative     |
| Brian Hyde       | Patient Representative     |

**Apologies:**

**Welcome and Introduction of new members**

The chair welcomed David Richardson as a new Patient Representative. The chair read out the Agenda and noted that as the PRG's terms of reference was not ready for signing off this would be deferred to the next meeting.

**Minutes:**

The minutes for the previous meeting were accepted as being correct.

**Barnsley Plan' and its potential impact upon Hoyland Medical Practice?**

Frank circulated copies of the Barnsley Plan dated November 2016 which the group discussed. Lynne asked how many patients were involved in the decision making and Frank said he thought none had been involved.

The discussion moved towards NHS procurement (buying goods and services) as an area where the NHS could save money. The chair asked if the PRG could suggest ideas to make the procurement process more efficient. Irene suggested PRGs could form a network and share ideas. Frank and Irene agreed to form a sub-committee and speak to local PRGs and see if this was something they would like to work on together.

**Problems ordering prescriptions on-line**

Brian updated the group on this topic. He reported that since his occasional medications are now on the repeat list he can order them through Emis. Jackie added that if prescriptions on the repeat list are not ordered then after about 18 months they might be removed by the staff from the list or the patient will be asked if they still need them.

Brian then raised a problem he had experienced queuing for the receptionist when the queue was so long it reached the café. Jackie replied that it did happen but rarely and it was hard to make provision for occasional long queues. One contributory problem might be that

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one of the two auto check in screens was not currently working. The group suggested that some people were still not aware of the auto check in screens or how to use them. A demonstration of the auto check in screen was arranged for after the meeting.

**Appointment availability**

The subject of appointment availability was revisited. Jackie updated the group on the subject and said that pre-bookable appointments are in short supply. Some people pointed out that if an appointment on the day was really necessary the receptionists would work very hard to try and find an appointment. The group reiterated their support for the practice staff and the receptionists in particular.

It was suggested that many people are still not fully aware of how the booking system works and that the patient information booklet might need to be updated in this area.

**Changes to medication letter – Lynne Craven**

Lynne added some more details to the subject after the chair raised this matter at the last meeting. It was agreed that some medication changes, such as from a proprietary to a generic medication may result in no change. However, some changes may cause a real difference and that this was happening without any consultation. Lynne noted that although Barnsley CCG put Person-Centred Care at the heart of their policies, these changes seemed to be happening without the patient being involved.

After some discussion where several people noted that had received similar letters it was suggested that a simple change to the letter informing patients about changes to their medication might help, for example adding a line describing what actions anyone with any questions or concerns might take.

Vicky from the Medicine Management was invited to the next meeting to discuss how the PRG could help with the content of these letters.

**General discussion**

This led to a general discussion around Patient Centred Care and of patients being more in control. It was agreed that Long Term conditions and Self-Management could be discussed in more detail at the next meeting.

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**Provisional Agenda for next Meeting**

On the agenda for the next meeting the following items are proposed:

- Terms of Reference – The Practice Manager to produce the relevant documents and the PRG to discuss before signing off the paperwork. Code of conduct to be discussed as part of the Terms of Reference.
- Barnsley Plan – everyone to have read the noted beforehand and bring any questions for Frank
- Patient Involvement, Long Term Conditions, Self-Management – Lynne to put together a discussion document to be circulated before the next meeting
- Communication within PRG – everyone to confirm how they would like minutes and any other documents to reach them and how they would like communicate with any other members.

**Next Meeting:**

The next meeting will be in two months' time on Wednesday 24<sup>th</sup> May at 2pm.

There being no other business, the chair closed the meeting.