

## Minutes of the Patient Reference Group held on Tuesday 25<sup>th</sup> April 2017

**Present:** John (Chair)  
Carol L  
Roy  
Jenny  
Chris  
Barbara  
Sharon  
Fred  
Arlene  
Beccy

- 1. Apologies** – Marie, Olga, Tee, Mohammed, Carol T
- 2. Minute of the last meeting** – these were accepted as a correct record.
- 3. Matters arising** – prescription process, request from patients have been accepted, we are being flexible and helping patients where we can. The process seems to be working much better and suggestions for improvement have been agreed where they have been viable. There have been reported problems with the Pharmacists not receiving repeat prescription requests and the patient having to ask GP to re do the script. The GP will delete the first request and then resend. These kinds of issues are sent back to Pharmacies and are part of our ongoing communications with them, regular meetings are held with the Practice and the Pharmacies. We ask patients to raise their concerns with them direct too; we tend to experience problems when the usual pharmacist is on leave.
- 4. Practice news/staff changes/Merger update** – A joint PRG meeting will be held next month, details below, to explain more about the merger. It will be in Allerton, Roy offered to drive some members over as did John and Fred. We have issued a brand announcement flyer for Hollyns Health and Wellbeing. This explains where the name was conceived and that over the next few months we will be changing our name and working on bringing our administrative and clinical processes together. We will be introducing a shared IT system to work across both sites Allerton and Clayton. An administration hub to deal with back office functions and staff will be moving between locations. Telephone numbers for each site will remain the same. Staff have been issued with a new Hollyns Uniform. We will be looking at GP and clinical capacity at both sites and in time hoping to offer a greater choice of appointments at either locality. We have recruited a job share Nurse Manager to facilitate sharing of nursing services of both sites; cross working to support this will be starting in June. We have also recruited Jo Harrison – the Hub manager who will be attending the next joint meeting to implement the admin hub, she will manage the project following a proper project plan then operationally manage the hub when it is in place. In terms of staff changes, Charlotte Todd is leaving the practice to further her career, she will be moving to another GP surgery to be their office manager, we have a new Senior Health Care Assistant Babra and Laura Town, Health Care Assistant at

Allerton will do some sessions at Clayton. The Hollyns Joint Newsletter was shared with the group. It was agreed to give some to the community centre. Kirsty will action. **Action: Kirsty Smith.** A question was raised about online appointments and when appointments cross site will be available, this is still being determined although mapping is in process now. RAC is one of the areas likely to change, all rota changes will be trialled and tested with patient feedback.

5. **Trust Primary Care Ltd** – Hollyns are involved in this 19 practice consortium, which holds meetings each month. This is where practice managers/GPs work together to share services. For example, some practices provide services that others don't, but sharing their resources will benefit all patients.
6. **Photographs and Patient Board** – Although we regularly advertise the PRGs, very few patients become members. It has been suggested that adding photographs of some of the current members might make the PRG more real to other patients. Sharon and Beccy are looking at taking some photographs for the notice board possibly at the next joint meeting in May. It was agreed to place an article in the next newsletter about the group. **Action: Kirsty Smith.** It was also discussed that we need to agree a new name for the joint group as they are named differently. To be discussed at the joint meeting in May.
7. **Any Other Business** – Sharon will no longer be attending the single PRG meetings but will come along to the joint meetings. Now Beccy is back from maternity leave this is in her remit.
8. **Date and time of next meeting** – Joint Meeting with Hollyns Allerton on Tuesday 23 May 2017 at 6.15 – Allerton. Single meeting for Hollyns Clayton Tuesday 18<sup>th</sup> July at 1-3pm.