

# **Chilwell Valley and Meadows Surgeries**

## **Patient Reference Group Meeting**

Monday 24<sup>th</sup> September 2012

### **Minutes**

Present – Dr R Churchill, Dr A Avery, Glen Swanwick (Chair), Martin Stockdale, Mike Lewis, Maria DiMarino, Malcolm Pattman, Susan Bexon, Alison Harvey, Linda Allum, Lynne Baxter,

Apologies – Brian Hopcroft, Chris Key, Stephanie Flint

#### **1. Welcome and Introductions**

Everyone was welcomed to the meeting and introductions were made. Glen and Martin introduced themselves as the practice representatives on the Nottingham West Clinical Commissioning Group Patient Representative Group.

#### **2. Chairs Introduction and Ground Rules**

Glen introduced himself as chair of the group and outlined how he and Martin hoped to be able to influence local and practice issues for the benefit of patients.

Martin gave a helpful explanation of the role of the clinical commissioning group and how it is a collection of 12 practices working together and will become a legal body from April 2013.

Glen told the group that he has had some conversations with the Double Top public house regarding possible extra parking for patients at Valley while the tram work is ongoing and also the use of their meeting room for the group.

#### **3. Progress report on Patient Participation Plan**

Dr Churchill gave an update on progress with items identified by the action plan for 2012. A copy of the progress report was circulated and discussed. Priorities for next year need to be decided.

#### **4. Patient Involvement with the NHS in Nottingham West**

Glen and Martin led a discussion on the ways in which patients are being encouraged to be involved and to influence the commissioning of healthcare locally.

#### **5. Patient Issues for the Nottingham West PRG Strategy**

Some issues were identified and discussed which could be taken to the patient representative group meeting: the wording of physio appointment letters and the system that is used for making appointments, first appointments and re-referral to consultants.

#### **6. Taking Patient Involvement Forward**

It was agreed that the group would meet every two months initially and due to tram work at Valley the meetings will be held at Meadows Surgery at present although the plan would be to alternate between the two premises eventually.

**7. Involvement in Research**

Dr Avery told the group about research that he undertaken regarding prescribing errors in practice and invited group members to participate in two focus groups which are being set up at the University to gather patient views.

**8. Any Other Business**

None

**9. Date of Next Meeting**

Monday 19<sup>th</sup> November at 6.30pm at Meadows Surgery.