

PRG Meeting

03.03.16

Present: Dr Clyde, Jacqui Coleman, Lisa Whitehouse, Sam Chappelow, CH, KS, DK, KO.
Apologies: KC.

1 CQC Visit

All PRG members who attended our CQC visit were thanked for their time and feedback; it was greatly appreciated by the practice. The Lead CQC inspector said that the feedback was very informative and helpful. The PRG group and the practice felt that the CQC inspectors were very approachable.

We have received our provisional report back to be proof read and we achieved all goods in all areas. When this is finalised the report will be available to view on the CQC website, NHS Choices and we will place it on our practice website -

www.austhorpeviewsurgery.nhs.uk. The practice will display the reports availability on the notice boards.

2. Infrastructure building work

The building work within the practice will commence on Monday 7th March; notices have been placed advising patient of this and apologise for any inconvenience this may cause. The practice will be open as normal and be running with as little disruption as possible. Stage one will involve splitting the nurses room in two, the dividing wall will be sound proofed so privacy is maintained in both rooms. The smaller new room will be used by Lisa HCA, Jacqui and sam. The secretaries will be moving from downstairs and have their own room for referrals and privacy to complete all other secretarial duties.

Stage Two will involve updating and modernising the reception area including new flooring and reception desk. When the work is completed there will be only one receptionist downstairs for making appointments, call handling, queries and prescriptions.

This is a part funded project by the NHS.

3. Winter pressures

The winter pressures services ends Saturday 26th March and normal surgery opening resumes.

4. Federation

Leeds South and East Surgeries are joining federations (practices coming together) and are going through the process to finalise what the collaborative groups would like to offer. This will not impact the day to day running of the practice.

AOB

A member asked if our practice website and system online are linked and how secure is it? No these are separate (practice website address above, used for providing information) and no one can access your notes without your username and password so patients need to be vigilant when using shared computers to not leave open their notes or password and username logged in.

A member mentioned the available services that are in the community and businesses offer for carers, such as Leeds Arena offer carers a free ticket to shows when attending with the person they care for. The practice will contact Carers Leeds to see what is available so we can make our carers aware.

Minutes will be sent to each member after the meeting either by e-mail or by post.