

Dr Christine A Clyde, Family Doctors
5 Austhorpe View Leeds LS15 8NN Tel: 0113-260-2262 Fax: 0113-232-8090

Report from PRG Meeting
Thursday 20 March 2014

Practice staff and 9 PRG members present.

Previous minutes were discussed updating patients with information needed. Improvements made as requested in previous meeting. Hand gels installed in reception area and also on landing area. Lockable prescription box fitted. Chairs with arms are now in the reception area.

PRG members assured that all staff had training on confidentiality and as our reception area is open staff are made more aware.

Information obtained for out of hours services and walk in centres/minor injury units on our notice board.

Email contact not set up as present but is something we are looking into. Our practice Website is available to all patients. www.austhorpeviewsurgery.nhs.uk and also online services via system one. This will enable patients to book appointments and order repeat prescriptions. Patients will need to come into the surgery with ID to request a password. A step by step guide will be given to patients.

Staggering lunch times for staff to enable the surgery to stay open has been looked at but at present this is not possible. Practice leaflets is available in reception.

The PRG were informed that Dr Guttoor would be leaving the surgery at the end of April. Our recent locum Dr Hayat has had very good feedback from PRG group. Dr Rose doing occasional sessions at the surgery.

Results from a current survey held at the surgery were discussed. The survey involved patients completing standard questions regarding the services offered by the surgery please see attached form.

Telephone consultations were discussed and that we have an enquiry screen for telephone messages for the GPS and also for nurses.

A Saturday clinic was discussed however as this has been tried in the past it was felt that it would not be beneficial at the moment as it was not well attended. Possible in the future when changes are made regarding shared weekend cover and this would be published by nhs England.

Shared records were discussed. HSCIC care data – patients had a lot of concerns regarding privacy and confidentiality due to pseudo-anonymised data. Data would not be extracted until Autumn this is due to the public not be informed appropriately.

A suggestions/comments box is now available downstairs for patients to let us know their views in between meetings.

The overhead screen giving patients information will now include meeting dates and times.

The Family Doctors, Austhorpe View