**ST MARYS SURGERY**

**DR N.D. DEVASIA & Dr D PANAGAMUWA**

**PINFOLD HEALTH CENTRE**

**FIELD ROAD**

**BLOXWICH**

**WALSALL**

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**TEL 01922 775151 FAX 01922 775160**

**PRG Meeting**

**12:00pm - 14.02.2019**

**Attendees:**

Dr Mangala (DM)

Stacey Antill (SA)

Donna Hinks (DH)

Carole Richards (CR) (Temporary PRG Co-ordinator)

Colin Peace (CP) (PRG Chair)

**Topics Discussed:**

DM explained that over the past few months PRG hasn’t been utilized to its full potential due to PRG co-ordinator going on Maternity leave. We haven’t met as often as we could have and DM would like this to improve. She would like PRG chair (CP) to have more involvement with our support. PRG’s are crucial for the Practice to understand things from a patient perspective and help us improve our services.

**DM’s expectations of PRG chair:**

* To increase PRG population
* Pass messages regarding services to patients
* Get patients opinions on our services
* Have involvement in the Practice
* To attend regular NAPP & PRG meetings to see how other Practices promote PRG and how they advertise services to patients
* To meet at least quarterly to discuss progress & plan promotion days – however more frequent meetings will be required until PRG is up and running to full potential

**Recruiting PRG members**

CP spoke about advertising materials, from a patient perspective he feels that long leaflets are not effective and we should consider using visual means to advertise. Query on whether we could use our TV to promote in waiting room, patients can get bored when waiting for appointments and this means of advertising would catch their eye.

We also discussed the option of sending out bulk text messages via MJOG to promote the service, CP agreed from a patient perspective this would be effective.

CP has also offered to come to the Practice and help promote the service and to try and recruit new members – DM feels this will be effective as patients may respond better to CP rather than coming from Reception. CP will take time to explain the process to patients and encourage them to have involvement in St Mary’s Surgery.

**Patient Online**

Discussion took place regarding how we can improve our patient online figures. They are currently have 13.02% of our patients signed up to online services. We need to reach the national aim of 20% & CCG aim of 30%.

DM would like CP to come to the Practice once a month to promote a certain topic (promotion days), we will then keep the materials out on a designated table in the Practice waiting room for the following month to promote services. DM feels it is important for us to concentrate on promoting online services in our first month.

CP feels that from a patient perspective, online services are not advertised adequately in the waiting room. CP feels posters will help promote the services effectively.

CP also feels that we need to add a more detailed description on how to register for online services on our new answering machine message.

We can also advertise on the right side of prescriptions.

CP will also show patients how to download the app on their phones when he comes in to promote the services.

**New phone message for patients**

CP has concerns regarding the new phone message by Dr Pan. Unfortunately is extremely muffled and hard to understand – this has also been reported by several other patients. CP feels that the message should be recorded by SA to make it clearer and easier for patients to understand**.**

Some patients have reposted that they are being cut off when pressing option 1 – this is something we will need to investigate.

Promotion days

As detailed above, DM would like CP to come into the Practice once a month for a “promotional day” of an agreed topic e.g: patient online.

We will obtain appropriate promotional material (posters, balloons, leaflets) and display them on a designated table in Reception. The promotional material will remain in the Practice for one month, we will then move onto another topic.

CP would like to promote mental health services, he will speak to Re-think to see if they could possibly come to the Practice on that promotional day to speak to patients. We all felt this was a really important topic to address as many patients are not aware of services that can help.

CP would also like to promote a cervical smear campaign and also chronic disease management – with in-putt from our Practice Nurse Shelley (BP checks, smoking cessation, sign-posting to other services).

We spoke about raffles for the patients (free) e.g: guess the weight of something and patients win a prize – DH suggested an Easter egg?

Also to put on refreshments for patients (tea, coffee, cakes biscuits) SK has urn we can use behind Reception (for Health & Safety).

DM spoke about the need to promote friends and family test and encourage patients to complete the survey.

DM would also like us to do monthly newsletters for patients which can be advertised on the website and laminated in the Practice.

**Staff Board in Reception**

CP feels it would be nice for patients if we had a “meet our team” board in Reception, with pictures of all staff and their job roles. He feels it’s important for patients to know who everyone is in the Practice, in-particular newly registered patients. We should also put this on the Practice website for patients to view. DM agreed that this would be a good idea and we will look into this.

ACTION PLAN:

* Next PRG meeting scheduled for 7th March 2019 @ 12:00pm
* CP to devise plan for promotional month and discuss on 7th March (patient online services)
* SA to approach CCG to enquire if they have any promotional material for patient online services
* To address phone message and re-record as soon as possible (script to be given to SA to enable her to record the message).
* lanyard with name badge, clipboard and pad for CP
* Newsletter for patients