**Squires Lane Medical Practice**

2 Squires Lane

Finchley

London, N3 2AU

**Minutes of the SPRG meeting**

**Date:** Friday 27 Feb 2015

**Time:** 1pm

**Venue:** Squires Lane Medical Practice

**Apologies:**

Mrs MD, Mrs JA, Mrs AB, Mr GR

**Attendees:**

Miss M Mydlova – (MM) Practice Manager

Mrs PM – (PM) patient

Mr HC – (HC) patient

Mr AJ – (AJ) patient

Mr BP – (BP) patient

Mr BP – (BAKUL) patient

Mr CO – (CO) patient

**Agenda:**

* Welcome / Introduction
* Minutes from previous meeting & Feedback
* Friends & Family Test (introduction & review of Jan 2015 results)
* Patient Access Online (introduction)
* Virtual SPRG
* SPRG Constitution – Review
* Patient Questionnaire – Review

**Welcome & Introduction:**

MM started the meeting with a short introduction of all the attendees and she welcomed the new member Mr Bakul Patel and Mr Omotajo.

**Minutes from the previous meeting held on 30th Oct 2014:**

All the points of the minutes agreed. MM confirmed that communication has improved. All the members have been informed on time about the next meeting.

**Friends & Family Test (FFT)**

MM informed the members about the service. The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

Launched in April 2013, the FFT question has been asked in all NHS inpatient and A&E departments across England and, since October 2013, all providers of NHS funded maternity services. Since it began, the FFT has produced more than 4 million pieces of feedback.

The FFT is now being rolled out to additional areas of NHS care making the opportunity to leave feedback possible in almost all NHS services. The FFT has just become available to many additional patients, going live in 8000 GP practices across England from 1 December and in all NHS-funded mental health and community health services from 1 January. From 1 April 2015, it will be expanded to NHS dental practices, ambulance services, patient transport services, acute hospital outpatients and day cases. The feedback gathered through the FFT is being used in NHS organisations across the country to stimulate local improvement and empower staff to carry out the sorts of changes that make a real difference to patients and their care.

While the results will not be statistically comparable against other organisations because of the various data collection methods, FFT will continue to provide a broad measure of patient experience that can be used alongside other data to inform service improvement and patient choice.

FFT question: “We would like you to think about your recent experience of our service. How likely are you to recommend our services to friends and family if they needed similar care or treatment?”

The response options are as follows: extremely likely; likely; neither likely nor unlikely; unlikely; extremely unlikely; and don’t know.

MM informed the group about our first FFT results collected during January 2015:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Collection Month** | **Total handwritten responses** | **Total other collection method** | **Total “extremely likely” responses** | **Total “likely” responses** | **Total “neither likely nor unlikely”** | **Total “unlikely” responses** | **Total “extremely unlikely” responses** | **Total “don’t know” responses** |
| Jan 2015 | 48 | 0 | 24 | 15 | 2 | 2 | 4 | 1 |

**Patient Access Online**

Patient Online is an NHS England programme designed to support GP practices to offer and promote online services to patients, including access to records, online appointment booking and online repeat prescriptions. Our practice is at the moment offering appointment booking, ordering of repeat prescription and viewing medications and allergies. This access is available to all our patients. More information is available at the reception.

**Virtual SPRG**

Our main aim is to cover the age, ethnic and sex make up of our registered population. Our present challenge is to recruit more members from the younger group population and we have agreed that we could achieve this by creating virtual PRG alongside to the existing face-to-face group. Since our last meeting we managed to recruit one new virtual member.

**SPRG Constitution**

Group has reviewed the constitution. MM will follow up and update all agreed points. Updated version will be emailed to all members and posted also on our website.

**Patient Questionnaire**

We have agreed that the present questionnaire is too long. Ideally we would like to reduce it to 10 questions only. Members are more than welcome to send their suggestions to MM (MM to update the questionnaire according to the feedback received from members).

**Next meeting scheduled provisionally in June 2015.**

The exact date and time will be confirmed closer to the time.

Minutes taken by MM.

If you have any comments or suggestions please contact Squires Lane Medical Practice at 020 8346 1516 and ask to speak to practice manager.