**Patient Reference Group Meeting**

**The Grange, Greenview and Kinsley Medical Centres**

**Tuesday 4 December 2012 – 12 noon**

**Present:**

**Patient Representatives:** Jon Butree, Rita Harrison, Paul Stephens

**Staff Members:** Angela Marwood**,** Sonia Poulson, Kate Lamb

**Apologies:** Pam Walker, Sheila Butler, Angie Deakin

Apologies were given for the fact that the minutes of the last meeting had not yet been sent out due to workload pressures within the practice. It was noted that the minutes will be sent out with today’s meeting notes.

**Practice Survey**

The draft 2012/13 survey was presented to the members, copy attached.

The survey was approved by the members and Angela agreed to arrange for 500 copies to be printed ready for distribution by week commencing Monday 7 January 2013.

It was agreed by members as last year, that it would be useful to assist with the survey by sitting in the waiting areas of all three surgery sites and encouraging and helping patients to complete a questionnaire.

It was noted that this could be further discussed at the meeting in January 2013. Plans would also need to be made to collate the results of the survey and arrange a further meeting to discuss the results.

Angela stated that the timescales are as last year, whereby the Patient Reference Group Report and Action Plan for 2012/13 would need to be written, which will include the results of the survey and all of the other requirements as set out in the patient reference group direct enhanced scheme, including publicising the plan on the practice website. The project is due for completion at the end of March 2013.

**Practice Update**

Our new Assistant Practice Manager, Kate Lamb, has joined the practice and will be overlooking the secondary care services with a view to expanding the range of services and promoting a high quality of care in all areas for our patients along with assisting with the management of the practice.

Clinics Administrator/Secretary – This role is currently being advertised. The increase in services including the provision of endoscopy services has led to an increase in administration work.

The Endoscopy Unit is now fully functional with session being held on a weekend.

Theatre – The Theatre renovations are ongoing with an expected completion date of January 2013.

Refurbishment – the Hemsworth site has been redecorated and new flooring is being laid in the waiting room. Two rooms are being converted into consulting rooms, one being the old pharmacy and the other has been created in the space at the back of reception. Consulting rooms at our Kinsley site are having carpeted areas changed to vinyl in the coming weeks, in line with infection prevention and control.

Care Quality Commission – All GP practices are required to register by 31 March 2013. Our submission was due by the 26 November 2012. On the application form, the practice has to state whether we are compliant with the essential standards of quality and care. Angela apologises for missing the last meeting as she has been working on this project.

Any other business

Rita stated that during wet weather periods, people are coming into the surgery with wet umbrellas, and they are dripping water onto the floor, creating a potential slip hazard. Rita suggested we have an umbrella stand, in front of the reception area, so no one can just take them. The group was asked to see if they could see anything appropriate and bring their ideas to the next meeting.

Angela asked the group to give some thought to some new ideas for pieces of work for the group to get involved with. It was noted that the teddy collection last year was particularly successful along with the walk around the water park. It was agreed to bring any ideas to the next meeting.

**Next Meeting:**

**15 January 2013 at 12pm**

**Seminar Room, Therapy Unit, Grange Medical Centre**