**The Grange Medical Centre**

**Greenview Medical Centre**

**Kinsley Medical Centre**

**Minutes from Patient Reference Group Meeting**

**Tuesday 10th June 2014 - 12 noon to 2pm**

**Venue: The Grange Medical Centre, Room 5 - Hemsworth**

**Present:**

John Buttree [JB] Chairman

Angela Marwood [AM] Practice Manager

Kate Lamb [KL] Assistant Practice Manager

Paul Stephens [PS] Patient Representative

Colin Cooper [CC] Patient Representative

Gail Alexander [GA] Patient Representative

Serena Alexander [SA] Patient Representative

Rita Harrison [RH] Patient Representative

**Actions from Previous Meeting**

Last meeting 13th May 2014

Book table at each reception site

KL presented a poster which the meeting agreed to use and also confirmed donations would go to the Prince of Wales Hospice but this would be reviewed in the future to possibly support other charities. KL will arrange the posters and donation boxes to go to each site.

**AP** – PS to donate some chain to secure donation boxes at reception – this will be passed to each site for use.

Bottom gate locked – AM advised there is a partners’ meeting arranged for 18th June and this will be mentioned then.

**AP** – AM to mention again at the next partners meeting to request the bottom gate be unlocked.

Ladies toilet at Hemsworth – The lock and marks on the paintwork had been reported to the caretaker and cleaners to deal with.

Location of PRG meetings – GA requested whether a downstairs meeting room could be arranged for future PRG meetings. We were able to use a downstairs room for the meeting today and would look at options for future meetings.

**Coffee morning**

It was confirmed that the coffee morning is booked for 1st July 2014 from 10am to 1pm at Hemsworth Community Centre, Bullenshaw Road, Hemsworth. AM and KL were visiting the venue after today’s meeting to confirm the room details and invited PRG members to come along if they had time. The venue will be available from 9am to set up the room.

PS advised he would regretfully be unable to attend the event.

KL presented a poster with details of the event and will make them available to PRG members from tomorrow to display in as many venues locally as possible – to include Kinsley and Upton areas.

KL advised from previous action points that representatives from the Job Centre, Julian Glover from the Health & Wellbeing Board, and someone from the Westfield Foodbank would be attending. Michelle Simon will also do her presentation on de-fibs.

AM will contact Age UK to see if they are able to attend this event as they had prior engagements for the last event.

PRG members agreed the presentation last time by Dr Crawley /Barbara Cartwright on the appointments system was well received and it would be good if they are available for questions at this event

PRG members volunteered to bring along some baking and tombola items and CC advised he would kindly provide a decorated cake which could probably be raffled.

RH will bring her tombola drum again for us to use on the day.

GA will contact Inspector Geoff Carter to request a presence/presentation from the police.

AM will contact Helping Hands Welfare and Yorkshire Air Ambulance to see if they can attend.

CC and PS advised they would ensure the event is reported in local publications such as Grass Roots and the local paper. KL to ensure receptions have posters up, there are details on the patient screens and also a message on prescriptions.

An extra meeting is to be arranged prior to the coffee morning event to confirm details and finalise plans.

**Comments & Compliments**

There were no comments and compliments for discussion this meeting.

**AOB**

Patients who do not attend appointments (DNA) – it was confirmed that letters are sent to patients who do not attend appointments and are considered for removal from our register after 3 DNA’s. AM reported that patients can also be removed for other reasons and just recently a patient was removed due to them being verbally abusive to staff. This was supported by the GP’s as we have a zero tolerance policy on abuse.

Patient Participation Network Meetings (PPNM) – RH advised she could not attend the next network meeting but PS is able to attend. AM advised that it had been mentioned at a Local Network Group meeting that she had attended that our surgery was one of the few who had PRG members at the PPNM’s. This is excellent that we have this representation at a higher level.

**Date and Time of Next Meeting: Tuesday 24th June 2014 12 noon – 1pm**

**The Grange Medical Centre – room to be advised**

**Highfield Road, Hemsworth**

**Pontefract, WF9 4DP**