**The Grange Medical Centre**

**Greenview Medical Centre**

**Kinsley Medical Centre**

**Notes from Patient Reference Group Meeting**

**Tuesday 24th January 2012 -12noon**

**Venue: Grange Medical Centre Therapy Unit- Hemsworth**

 **Present:**

Angie Deakin [AD] Patient Representative

Angela Marwood [AM] Practice Manager

Sonia Poulson [SP] Audit Manager

Ken Jones [KJ] Patient Representative

Mark Thornton [MT] Patient Representative

Sheila Butler [SB] Patient Representative

Pam Walker [PW] Patient Representative

**Apologies:**

Ann Withers [AW]

John Butree [JB]

Rita Harrison [RH]

Karen Brown [KB]

This meeting was convened to discuss the content and wording of the questionnaire, planned to ascertain the views of and wishes of patients. It was agreed that we prioritise what we believe are concerns for patients and enable ‘good practise’ across the three sites.

The issues raised were waiting times, ease of contacting surgery by phone. Difficulties faced by people with sensory or mental health problems were raised regarding ease of communication/accessibility. Greeting by GP’s and reception staff were thought to be important. Continuity of care GP preference respect and reassurance were also covered. It was agreed that a rating system would be used with a space at the end of each section for comments on what could be improved.

Questions were agreed during the meeting and [AM] agreed to complete the draft survey as soon as possible and send out to the members for comments. Following any required amendments/additions, [AM] would arrange for 500 to be printed ready for distribution hopefully by week commencing 30 January 2012.

[AD] and [SB] agreed to take away the questionnaires to other groups or community members to fill in providing that they are registered with the practice. [MT] and [PW] agreed to attend the surgery to encourage patients to fill them in. [SP] will collate the data. [AM] and [PW] will write the required Local Patient Participation Report once the survey is completed and the results are collated. This will include the action plan and all the other requirements as set out in the patient participation direct enhanced scheme. The project is due for completion at the end of March2012.

**Date and Time of Next Meeting:**

**Tuesday 7th Feb 12 Noon**

**Therapy Unit**

**Grange Medical Centre**

**Hemsworth**

**Pontefract**

**WF9 4DP**