**The Grange Medical Centre**

**Greenview Medical Centre**

**Kinsley Medical Centre**

**Minutes from Patient Reference Group Meeting**

**Tuesday 15th April 2014- 12 noon**

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

**Present:**

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

**Apologies:**

John Buttree [JB] Patient Representative – Chair

**Actions from Previous Meeting**

Meeting 21st January 2014

AP - Julie Johnson to provide list of different methods of ordering prescriptions – Provided on meeting minutes post meeting and also details are on the website – AP Cleared

AP – Uneven walkway from disabled parking bay at Hemsworth site – Some repairs have been made to the walkway around the disabled bay. The walkway will be monitored as discussed with our insurers. AP Cleared

AP – Book table to be made available at Hemsworth – this was brought to the PRG by Rita who unfortunately was not in attendance today. Angela advised that if the PRG want to progress this, space will be made available – **AP to go to next meeting for discussion**

Meeting 5th March 2014

There were no action points from this meeting as it was purely to discuss the survey results.

**Practice Update**

Endoscopy suite – This suite is now up and running and the first clinics were run last weekend. We currently have two consultants but are looking at a third endoscopist to provide additional capacity and cover. Although clinics are currently on a weekend, we will be looking at increasing the service availability to weekdays (this will give option for patient transport where appropriate).

Signs – Hemsworth site now has new signs from the entrance point with additional signs to direct people to the endoscopy and theatre suites.

Theatre suite – First use of this facility will be on Saturday 17th May and procedures in the future could include for example vasectomies, some gynaecology procedures, cataract surgery, carpal tunnel surgery. Basically any day surgery procedure where patients do not need to stay in overnight.

On-line Facilities – We have now ‘turned on’ the on-line facility where patients can cancel appointments using the same unique user name and password they use for ordering repeat prescriptions. We are looking to provide on-line appointment booking but need to find appropriate areas for this otherwise patients may book into wrong clinics. E.g. phlebotomy appointment booked in with a doctor.

Car park – One of the new signs does say parking is by permit only at Hemsworth and George, our caretaker, has noticed a difference that people are seeing the sign and driving back out.

Police – GA gave an update that community police have been ‘shuffled’ around the villages and PC Sally Court is now at Upton. GA did raise her concerns with the police highlighting that the public need to know who and where the police are.

**Comments & Compliments**

The Comments and Compliments were discussed – please see attached with notes.



**AOB**

GA reported that the ladies toilet in Hemsworth reception had a faulty lock.

**AP** – to be reported to caretaker to check /fix.

Query re medication re-ordering after the review date. – this was a personal issue raised at the PRG and although discussed, will not be minuted.

It was reported that one of the patient screens at Hemsworth was not working.

**AP** – to be checked and fixed as appropriate. *Post meeting update – reception manager was aware and the issue is logged with the suppliers.*

Coffee morning – it was discussed and a future date is to be arranged. From the last coffee morning, final totals of money raised for the two charities are detailed on the website.

*Post meeting, figures were;*

*£134.81 for Yorkshire Air Ambulance and*

*£149.98 for Prince of Wales Hospice*

PRG Report is now all on the website. [www.grangemedicalcentre.co.uk](http://www.grangemedicalcentre.co.uk)

KL asked members to have a look and review the website.

**Date and Time of Next Meeting:**

**Tuesday 13th May 2014 12 noon – 2pm**

**Therapy Unit Seminar Room - The Grange Medical Centre**

**Highfield Road, Hemsworth**

**Pontefract, WF9 4DP**