**PRG Meeting Notes**

**Tuesday 29th November 2016 at 12pm**

Present:

John Buttree Chairman

Kate Lamb Assistant Practice Manager (Minutes)

Paul Stephens Patient Representative

Gail Alexander Patient Representative

Sabrina Alexander Patient Representative

Janet Neville Patient Representative

Colin Cooper Patient Representative

Larraine Cooper Patient Representative

Apologies

Angela Marwood Practice Manager

Rianne Norton Complaints Manager

**Previous Minutes**

There was just one action point from the last meeting for Angela to arrange for the CCG representative to attend the next PRG meeting. This had been arranged as follows;

**Discussions**

Jocelyn Egan, Jeannette Miller and Jenna Oldfield

Attendees from the Wakefield Clinical Commissioning Group (CCG) attended to talk about the Waste Management Strategy and also the CCG’s proposals to change their prescribing policy in relation to gluten free goods, branded products and over the counter medications.

There was a lot of discussion around the two areas of work with questions and answers. The CCG attendees were here to take comments back to feed into the higher NHS England strategies and were grateful for the constructive discussions.

Questionnaires were given to PRG members to provide further individual feedback if they choose to do so.

**Comments and Compliments**

Kinsley

*Think it’s disgusting to have people poorly waiting an hour to be seen yet if the patient is five minutes late you can’t see them. This is not good at all.*

It was explained that this may well have been an urgent appointment arranged for the patient where the patient is advised that they will be seen but will have to wait as these are not timed appointments.

Hemsworth

*Parking Tickets? Are they required? If so why are vehicles parked without them?*

It was again mentioned that yes, tickets are required and the caretaker monitors the car park as much as his other duties allow.

Hemsworth

*Why can’t you see a doctor when you want to see one?*

Again, it is re-iterated that we provide as much access as possible but this will never meet everyone’s expectations all of the time.

Hemsworth

*Come in no patients in, people then can’t get an appointment and have to wait however long.*

Again, each surgery has quiet and busy times. Clinicians are not on site all day, they do home visits and admin work so it can appear that no-one is here.

**Practice Update**

Kate advised that as of this week there has been a change to the appointments system to try and improve access for patients. We no longer have an on-call GP at Hemsworth and we are trying to rota clinicians to the same site locations to provide continuity of care for patients. We are aiming for patients to be seen at their nearest site and have access to the same clinicians each time. This is very much a work in progress and there will be a further update at the next meeting.

**AOB**

Angela attended the beginning of the meeting to enquire if any PRG members were interested in attending the Network PRG meetings. Paul Stephens mentioned that he used to attend CCG level PRG meetings but stopped attending as he didn’t feel they were productive. He is however willing to attend the Network PRG meetings and will feed back his thoughts. Angela thanked him for this.

The meeting closed around 2pm with Best Wishes and a Very Merry Christmas to all of the PRG members.

The PRG members also expressed their best wishes and thanked staff for their hard work throughout the year in all departments.

**Next meeting – Tuesday 17th January 2017 at 12 till 2pm**