PRG meeting Notes

12th August 2014

Present:

Kate Lamb, John Butree, Gail Alexander, Sabrina Alexander, Colin Cooper,

Lorraine Cooper, Pam Walker

Notes kindly completed by Pam Walker

1. Kate gave apologies for Angela who is ill
2. Kate went through action points from previous meeting
3. Kate gave update on Complaints and Compliments which seem to be ongoing about the appointment system. The group discussed the difficulties of patients who miss appointments which causes much time to be wasted. The complications for patients with acute problems when they do not get the treatment/information they need was also a concern raised. The surgery is looking at a system of alerting patients by text the day before they attend. The Practice is looking at ways to deter consistent time wasters without penalising genuine oversights.



1. There was no feedback regarding the coffee morning because Angela was away. However the general feeling was that it was poorly attended by both patients and staff. The group felt that we need to find ways of raising the profile of such events to encourage more people to take ownership of the group which was set up to improve their experience of the service and interaction with the providers.
2. There are many items left over from the Tombola and GA, SA and JB agreed to set up the stall at Hemsworth and then Upton to raise extra funds for the designated charities and encourage new membership of the group.
3. Update on the Book club – this is proving very popular with patients.
4. Practice Update – extra staff were needed as a result of the increase in demand of the Secondary care services. There is a new part time receptionist due to start in the Therapy unit. There is also an advert out for a part time Health Care Support Worker to support the endoscopy service. A full time public health nurse is due to start on the 15th September and the part time admin support for public health has recently started so is in training. There is a Counsellor post to be filled soon for 17.5 hrs a week.
5. Kate reported that Dr Herrero had an accident recently which will incapacitate him for six weeks but cover will be arranged where possible to ‘fill the gap’.

Date of next meeting: Sept 30th 2014