**The Grange, Greenview & Kinsley Medical Centres**

**Patient Reference Group**

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

**7th February 2012 – 12 noon**

**Present:**

Angela Marwood [AM] Practice Manager

Sonia Poulson [SP] Audit Manager

Pam Walker [PW] Patient Representative

Angie Deakin [AD] Patient Representative

Sheila Butler [SB] Patient Representative

Rita Harrison [RH] Patient Representative

Mark Thornton [MT] Patient Representative

**Apologies:**

Karen Brown Patient Representative

Ken Jones Patient Representative

John Butree Patient Representative

It was decided at the beginning of the meeting that the group priority was to firm up plans for the completion of the questionnaire. Discussions followed about the feasibility of completing the questionnaire by 21st Feb in order to have the report checked by the PCT. This will enable any amendments necessary to be done to meet the deadline. [AD] [SB] and [RH] had already returned some completed questionnaires.

[AD]& [SB] had taken some out to the community. [RH] had attended The Grange during surgery to encourage patients to fill them in. [PW] & [MT] arranged to attend different clinics to ensure a cross section of patients were given opportunity to respond. [RH] arranged to attend Greenview because it was felt that personal contact may help people to make comment on what could improve patient experience and feel heard. It was agreed that collating and report writing was shared by the Patient representatives with support from [AM] [SP] and staff team.

[RH] gave feedback on her experience at the Wakefield PRG Network Group meeting at White Rose House. The meeting format was different to what she expected. The presentation was good but [RH] was disappointed that there was not enough time given for networking etc.

[SP] had designed a template for the group newsletter which we agreed we would publish quarterly. A discussion followed regarding content and size of newsletter.

**Date and Time of Next Meeting:**

**Tuesday 21st February 12 -2pm**

**Therapy Unit**

**Grange Medical Centre**

**Hemsworth**

**Pontefract**

**WF9 4DP**