

Patient Reference Group Meeting 6th August 2013

PRESENT: Doreen, Mark, Amanda, Marion, Frederick, Terence, Peter, Haroon, Albert, Sally.

APOLOGIES: Jenny

1. Welcome to new members Albert and Peter.
2. 111 number. Feedback wanted from anyone who has used 111 – forms in reception. Doreen and Frederick have both used the number and found it good. They were both directed to the relevant place quite quickly.

Mark informed meeting that the Government wants more surgeries to open longer hours – weekends and evenings.

Marcus Bicknell briefly joined the meeting and informed that 111 has been running unofficially in Nottinghamshire for about 18 months and is working better than in some other areas.

111 in East Midlands is run from Derby.

A and E is more not less busy as a result of 111. QMC are trying to be better prepared this winter, doing fewer routine operations to leave space for emergencies.

3. The group wished Mark all the best for his retirement and offered many thanks for all his great care and work over the last 19 years. He will be sadly missed by all. His replacement has not yet been Found.
4. A new nurse is starting at the practice.

Marion is to step down from her role as Practice Manager to become Finance Manager, a part time role. Amanda will take over the role of Practice Manager.

Chelsea to do more secretarial work and eventually become full time secretary, which will require more staffing hours in reception.
5. Farewell drinks at the Beechdale pub 1 – 3pm on Thursday 29th August, All welcome.
6. Mark thanked everyone for their time and input to the group, with special thanks to Doreen for taking on the role of Chairperson and doing such a good job.

Next meeting –Provisionally booked for Tuesday 12th November 10.30am-----Any changes everyone will be notified.