

Atkinson Health Centre Practice

Patient Group Meeting Friday 9th January 2015

Present

Mr & Mrs I
Mr & Mrs D
Emma Harrison – Practice Manager
Ann Alexander – Admin Assistant
Mr E

Apologies

Mrs D
Mrs W
Mr C
Mrs S

The minutes of the meeting from the 25th April wereread and agreed as correct.

Update on the new build on the agenda to discuss.

Practice Update

Emma has taken over as Practice Manager and has been in the position since May. Glennis is still coming in once a month to help out and is still doing the accounts for the practice.

Leesa has been appointed as Office Manager in the reception and is working 4 days a week. We have also taken on a new member of staff Chloe Lowe who had undertaken her apprenticeship through the practice.

Our current GP trainee Dr Lukasz will be leaving at the end of January and a new GP Trainee Dr Benson will starting February for 6 months.

New Building

Update on the new build –still in the planning stage at the moment Emma has been attending 2 weekly meetings and at the moment it is round how many rooms we would require and what services we would like as a practice.

The building is still planned to be up and running in 2017, Emma will update the group when she has more information. She will also involve the group when the project progresses for their input and opinions.

Friends and Family Test

The practice has signed up to undertake the friends and family test which entails getting feedback from patient to see if you would recommend the practice to your friends and family .

There will be cards placed on the prescription counter for patients to fill in and give their feedback, it will also ask why they feel they would recommend or not recommend the surgery

Once they have been filled in we will discuss them as a practice and involve the group.

CQC visit

On the 1st May the practice had its CQC inspection. This was part of the pilot wave of the new inspection process. This means we will be re-inspected before 2016. The feedback about the practice was good and we would like to thank the practice patient group for coming in to talk to the inspectors and Mr & Mrs I for their letter.

Listening event

The Furness Locality would like to make contact with Patient Participation Groups to see if any members would also be interested in getting involved in wider locality issues. If any members would be interested in, if they'd be happy to pass on their contact details and Emma will let them know.

The next Furness Locality Listening Event is 30th January. I've attached an invitation that gives you a little more information.

Any other business

Next meeting agreed will be in 4 months and Emma will contact members with a date.