

**The Practice Leecon & Hawkwell
 Patients Reference Group Meeting Minutes 05/10/2011
 Meeting Location: Hawkwell**

Strictly confidential

Present: Sandra Wood. Linda Scrace. LH.

Apologises: KB, ID. TD. PD. JD, FM & Dr Popoola.

Copy to: LH, Linda Scrace & Sandra Wood.

<u>Details</u>	<u>Action Owner</u>	<u>Action Completion Date</u>
Opened the meeting apologises.	Linda Scrace LH	
No replies to the 50 letters that were sent out to patients to inviting them to join the new PRG. There will be a further 50 letters going out in October. This will continue until we have an adequate number for group. This is a group will merge with the current group there will not be two groups. There will be a survey conducted by patients, which the PRG can have a input into the questions to be ask in the survery.	Sandra Wood	<u>This is on going</u>
We did not expect to get much response from patients; we have tried many ways to encourage new members to the group.	LH	<u>On-going</u>
This group is to establish a way of communication between the surgery and the patients. To ensure patients' needs are considered when development in Practice systems. To help support the Practice in achieving the aims to continue making	Linda Scrace	

<p>this a good surgery. There was no response either at Northumberland, but all the PPG attended and agreed to change of name.</p>	<p>Linda Scrace</p>	
<p>I feel it remains to be the same as what we are doing as a PPG now. The PPG at Leecon & Hawkwell will also except change of name of Group will now be called PRG. Only problem at the moment is Dr Popoola has not been doing surgery again due to the students, this is dropping continuity of doctor again.</p>	<p>LH</p>	
<p>We have covered this with either a NP or a GP and will resume normal surgeries from 19/10/2011. We remain covered by stable doctors.</p> <p>We will put posters up and letters will be put into New Patient packs. Patients may email items to be discussed at meeting. This will not be for personal problems and issues relating to be PRG cannot be discussed during consultation with GP. There will also be a need to elect a Chairperson and a Secretary. This will not be done today not enough in group.</p>	<p>Sandra Wood</p> <p>Sandra Wood</p>	
<p>Next meeting to be arranged before end of October, date & time to be confirmed.</p>		

PRG 2nd Meeting . Minutes of Patients Reference Group
Leecon & Hawkwell

Meeting 15/02/2012

Attendees:

Sandra Wood PM

KB

PD

JD

Welcome and thank you for attending this meeting.

(2) Recap and News from The Practice.

Update on local housing situation within the Hawkwell area. A plan for 600 new homes looks likely to go ahead. Sandra will liaise with marketing as soon as conformation of the go ahead is given to organise leaflet drop and advertisement in the area.

Group concern on stable GP will continue, very happy with Dr Kalanzi and all staff at the surgery.

Sandra explained that from March Dr Kalanzi will also be doing the Monday morning surgery this will then be a total of nine sessions by the same GP.

KB has been to local Commissioning meeting and next meeting is set to take place in March.

Sandra explained how the Commissioning group (The Estuary) was looking to help to bring clinics into the doctor's surgery's to cut down on the waiting times at the hospitals.

Sandra informed the group that Ultrasound had started now at Luker road site and our patient will be able to attend here quicker then waiting for referral through hospital. Ultrasound may also be looking to run a clinic in Leecon/Hawkwell.

Physiotherapy is also looking to rent rooms at Luker road which again will enable our patients a quicker pathway through the system.

All PRG group very happy with this information.

(3) Discussion of the Survey Results.

We went through each area of the recent survey which was completed by approx 191 patients.

We discussed breakdown of results and data summary. The over view of the group was highly delighted with the findings of the survey and felt there was not any areas that we could improve in.

We address that 37.2% of patients did not know how to contact OOH. It was felt that of this 37.2% probably most had never needed it and maybe never thought of how you would contact the OOH.

It was decided to put a bigger notice up on the patient's notice board in waiting area over both sites also to point out to patients that the number is printed in our Practice Leaflet.

(4) Put together a proposed Action Plan.

Agreed there was no action plan needed no areas of concern.

(5) No Other Business to discuss.

PRG introductory letter

The Practice is currently recruiting patients from Leecon & Hawkwell to join our **Patient Reference Group (PRG)**.

The PRG is about involving patients in decision making at their surgery – considering their views before deciding on a course of action. More specifically, PRGs are intended to:

- Encourage involvement of patients in developing and improving services
- Encourage the involvement of patients in their own care and health promotion
- Regularly create and review the results of patient surveys
- Share information of NHS developments which will affect patients

The Practice PRG will represent your surgery and the first introductory meeting was on held in October 2011 at Northumberland Surgery. I have enclosed a copy of the advert for your reference.

To confirm whether or not you would like to become a member of the group or for further details please contact me on 01702 547828/207146

If you would prefer to become a ‘virtual’ member of our PRG, please give us your email address and we will periodically ask for your views via email instead.

Yours sincerely,

Sandra Wood
Practice Manager

The Practice Leecon & Hawkwell

Are you interested in becoming a member of the Patients Reference Group.

We meet 4 times a year and you have your say in your surgery.

Please complete this slip with you details and hand in to reception.

Name.....

Address.....

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Email.....

You can become a virtual member by entering your email address.