

**The Practice Leecon Way & Hawkwell Surgery  
PRG Minutes – 09/07/2013  
Hawkwell Surgery**

Strictly confidential – For internal circulation only – See distribution list

**Present:** SW, LW, LH, KB, AD, PD

**Apologies:** JD

**Copy to:** LH

Details	Action Owner	Action Completion Date
<p>1. Introductions and welcome.</p> <p>2. Update on Surgery:</p> <p>New nurse SH has now started and will be on contract from 02/08/2013. No change to general practitioners, still waiting to see if Dr Sagar will be joining on contract or if he will remain as locum.</p> <p>We have trailed running clinics early for last 3 month and this has proved successful with the feedback from patients, this will now continue.</p> <p>Group really happy with the current clinicians and staff do not want any changes.</p> <p>List size still growing very slowly, currently at 2455 Aiming to be at 2500 by December 2013. New buildings due to start work soon, PCT not aware of any new medical centre to be built in the area.</p> <p><b>3. Practice Survey: The Practice survey action plan was discussed and reviewed for last year. New patient's survey will be prepared by The Practice PLC head office and sent to SW for completion during October and November. PRG members were invited to identify any new areas or priority that could be added to the survey. The PRG members did not want to add any new question to the survey. Patient profile to be completed and 50 letters to be sent inviting patients to join the group. Posters will be displayed with new PRG meeting date once agreed. Receptionist to remind patients of meeting. Hand out slips to be attached to prescriptions inviting new members.</b></p> <p>4. LH has been attending CCG meetings for PRG member, gets information in various areas.</p> <p><b>AOB Next meeting due October 2013</b></p>	<p>SW LW</p> <p>SW LW</p> <p>PD KB AD LH</p> <p>SW SW</p> <p>SW</p>	

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**PRG Minutes**  
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Notes of Meeting held on 13<sup>th</sup> February 2014

Present:

The Practice: Sandra Wood (Practice Manager)  
Linda Ward

PRG:           LH  
                  PD  
                  AD  
                  KW

1.       Welcome and Introduction

SW took the chair for the meeting and KW to the PRG.

2.       Apologies

Apologies were received from: KB, FM and JD.

3.       Matters arising from the last meeting:

3.1. SW gave an update on the T.V. advertising, these will be installed in both sites in the very near future.

3.2. Joint Meeting with Northumberland Avenue – PRG from Rochford/Hawkwell will need to travel to N.A. as their membership would find it difficult to get to R/H

3.3. Appointment reminders by text – two messages can be sent but it is not possible to send on day of appointment – this is really working very well and we get a very low percentage of missed appointments, KW said the percentage of missed appointments was excellent as it is extremely low.

4. Dr S has now joined The Practice on a permanent basis, he is named on new patient leaflet and will be working Monday, Tuesday and every Saturday and would like to attend the meetings with the PRG and can only make a Tuesday, this was agreed

**5. Patient Survey:**

**We discussed the survey, survey results good, only slight action plan needed.**

6. SW updated the meeting on the hours of closure at Hawkwell Surgery, this enables the receptionist to help at Rochford, saves money and does not affect any of the services currently offered (this is for a 3 month trial period).

7. SW stated that all team members are to be taught all aspects of every member's job and they are looking at all ways to save money.

8. Contracts:

It has been agreed with the CCG to tie in Contracts with Northumberland Avenue ending in March 2015, unfortunately, since then, the CCG want the amount paid per patient to be dropped, The Practice are not happy as they want to drop from March 2014, this would cost N.A. £75,000 and Hawkwell/Leecon £65,000, this would be a disaster as far as the Practice are concerned and could result if them not bidding to retain these surgeries. PD said this is terrible, does this mean that we will have to start fighting again to retain our surgeries. SW agreed to keep the PRG updated.

9. The Practice have signed up for all enhanced services – going out to bid now.

10. Our A & E and Emergency attendances are the lowest, this is because patient's can get access,

this is often not the case at large surgeries as very often patient's never see the same doctor.

11. LH requested that we have far more notice to arrange these meetings to enable our members to attend, this was agreed with SW and in future, we will try and give approx. 3 months' notice.

A.O.B.

KW is a member of the charity Crime Stoppers, he updated the meeting on the rising problem of Domestic Abuse, they are trying to collate information and as G.P.'s would be one of the first to know if this was happening, he asked if it would be possible for G.P.'s to have cards, posters etc. the meeting thought this was an excellent idea.

Date of Next Meeting to be Advised.