

**The Practice Leecon & Hawkwell surgery.
PRG 2yr Minutes – 19th July 2012
The Practice Hawkwell**

Strictly confidential – For internal circulation only – See distribution list

Present SW LW, LH, KB, AD, PD & FM

Apologies:

Copy to:

Details	Action Owner	Action Completion Date
<p>1. Introductions & Apologies.</p> <p>Welcome to LW (assistant PM, who is sitting in on the meeting) Apologies for FM who will be arriving a little later.</p> <p>2. Review of PRG Terms of Reference (TOR)</p> <p>Minor changes made to the above, TOR issued to group Chair for review.</p> <p>3. Re- election of PRG Chairman & Secretary.</p> <p>No change in group or no new members , it is agreed that Lorraine Holdich remains the chair this year.</p> <p>4. Recap and news from The Practice.</p> <p>Current situation the doctors in the surgery, Dr Sagar is covering long term 4 session on Mondays & Tuesdays, with the view to Dr Sagar joining the surgery on a self-employed contract. He is on holiday in August and we will review this with him in Sept.</p> <p>We have interview two new female doctors on the 11th July Both doctors very promising and we will be reviewing the feed back with Dr Popoola on 30th July.</p> <p>Contract is to reviewed by the PCT in Septemeber's Quarterly review meeting.</p> <p>Patients are not happy with the constant changes in locum doctors covering the surgery. We need to stabilise the situation with full time contracted doctor in place. Constantly being ask to feel in feedback card etc.</p> <p>Is The Practice aware that plans had now been passed for the building of new homes in Rectory road and can we get the Marketing team involved in advertising that we are taking</p>	<p>SW LH</p> <p>SW</p> <p>SW</p> <p>SW LW</p> <p>SW</p> <p>LH</p> <p>LH KB</p>	

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<p>new patients? There is also another development being built in Hall road. There has been talk of a new health centre and the Practice should be made aware of this to maybe start to get involved now.</p> <p>Can the PRG group come into the surgery and sit in waiting area to chat to the patients about the PRG and for feed back on what they would like to see in the surgery etc.</p> <p>PRG did not think patients were aware of Sat surgeries and can this be mentioned to patients when booking appointments.</p> <p>Do the PRG have to attend the Commissioning group meeting as they did not feel it was relevant to either them or our surgery? Lots of politics.</p> <p>SW agreed they did not need to attend she will give them any feedback she receives.</p> <p>AD can we make sure we let locum doctors and nurses aware of where equipment is kept before they begin their surgery.</p> <p>Discussed the cleanliness of hospital and how worrying it is now with things like magazines in waiting areas, patients who are waiting to see GP handling and the next patient then reads and this could pass on germs. We agreed we did not feel these books should be in waiting areas.</p> <p>5. Review progress of Surgery Action Plan. It was agreed the actions from the last survey was put into place. PRG did not feel any further actions were needed for last year survey.</p> <p>6. New Patients Survey – Identify new areas of priority. 50 more letters have been sent out and notices have been put on PRG board. Invites to join the PRG are handed out in reception. Both surgery and existing members will try to recruit. Copy of survey was handed to members to determine if questions could be removed or any new areas of interest that they would like to be added.</p> <p>Date of next meeting</p> <ul style="list-style-type: none"> To Be arranged between 15th – 20th October. 		

The Practice Leecon Way & Hawkwell Surgery
PRG Minutes – 12.02.2013
Hawkwell Surgery

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Present: Sandra Wood, Linda Ward, Dr Sagar, Lorraine Holdich, Ken Berry, Anthony Davis

Apologies: John Davies

Copy to: Lorraine Holdich,

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<p>1. Introductions and welcome. 2. Apologies 3. Patient Survey</p> <p>Recap on how survey took place and total amount completed 10% of patients (240). Copy of survey results given to every member, discussed areas that needed action plan. It was agreed by all members of PRG group they are happy that there were results of the survey. They did not feel all the questions were appropriate to the surgery and the percentages did not reflect true outcomes. Where actions were required these were reviewed and discussed. All actions to be completed by end of June 2013.</p> <p>2. Staff update.</p> <p>Practice Nurse vacancy due to Julia Hart leaving the surgery in October 2012. Informed the group Practice Nurse Claudette currently working as a locum has accepted an offer of permanent post.</p> <p>Dr Sagar was asked by group if he intends leaving the surgery as they know he is a locum GP. SW was pleased to inform the group that Dr Sagar had been offered a self-employed contract which he has accepted.</p> <p>3. Clinical sessions</p> <p>Discussed changes to clinical rota's to accommodate early and late appointments, this has proved to be successful. These rota's will be reviewed in 3 months. It was noted by a member of the PRG that only one person mentioned they was unable to get an appointment for a the week in January, which they thought was very unusual.</p> <p>4. Commissioning group has changed from Southend Estuary to</p>	<p>SW LW</p> <p>SW</p> <p>DrS SW AD</p> <p>LW</p> <p>SW LH KB</p> <p>LH</p>	

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<p>Castlepoint & Rochford. Dr McKeever to attend first peer review meeting on 20th February 2013 Lorraine Holdich wanted SW to update her on any group meetings that the PRG group needed to attend.</p> <p>AOB: PRG group are very happy with current situation at the surgeries. Do not feel we need another meeting until July.</p> <ul style="list-style-type: none"> • • <p>10. Date of next meeting <i>9th July 2013</i></p>		