

## Hessle Grange Medical Practice Patient Representative Group

held on Thursday 13th December 2018 at 4.00 pm  
in the Large Meeting Room

Present:	(PH)	(PRG Chairman)
	(EB)	(PRG Member)
	(BHo)	(PRG Member)
	(SN)	(PRG Member/Secretary)
	(AP)	(PRG Member)
	(RW)	(PRG Member)
	(AS)	(PRG Deputy Chair/Practice Manager)
	(LS)	(PRG Member/Administrator)
Apologies:	(BHe)	(PRG Member)
	(JP)	(PRG Member/Office Supervisor)
	(SSG)	(PRG Member)

### ACTION

#### 1. Welcome

The event had been organised as a PRG Christmas buffet. However, it was decided to hold a short meeting at the same time.

#### 2. Chairman's Drop In Session

PH advised that he had held the first session earlier that day between 2.30 pm and 4.00 pm. However, no-one came to see him as there were not many patients attending the surgery. It had been suggested that a Tuesday morning would be a better time and he would advise AS of a date in January. He also advised the group that he would be willing to stand as Chair for another year. PH

#### 3. PRG Member Registration Forms

PH had noticed that AS's old surname was on the form. AS stated that this has been changed but some of the old forms must have been left in the folder. PH asked if PRG member registration forms should be returned to him, as a recent form handed in to the surgery had gone missing. AS advised that she had found this form. SN to invite the new member to the AGM. SN

#### 4. GP Appointments

RW read out a long comment from the book from a patient who had not been able to get a GP appointment for three weeks. RW gave details of a similar incident where a patient had been contacted by their GP to make an appointment and could not get one for three weeks. He stated that in these cases, the GP should advise the patient if the appointment is urgent or routine. EB also gave details of an issue she had with making appointments.

Discussion took place on this, in particular the use of locum doctors. AS advised that there are currently five GPs and two of these work part time, for 12,600 patients. The normal ratio is 1,700 patients per GP but currently each GP has 3,000 patients each. There had been no applicants for the posts advertised and this was a national issue. The practice is currently closed to new patients until January and will ask for

this to be extended. AS stated that the practice is trying to provide as many appointments as they can. PH requested that a GP be asked to attend a future AS meeting of the group.

**5. East Riding CCG Patient Engagement Group**

BHo gave feedback from the meeting he had attended.

**6. Future Agenda Item**

BHe had requested that e-consult be discussed at the next meeting. This would be considered at the meeting after the AGM.

**7. Date and Time of Next Meeting**

Thursday 24th January 2019 at 4.00 pm - Annual General Meeting.

18.12.2018 (SN)

*Signed off by all present at the 24.1.19 meeting.*