

**Hessle Grange Medical Practice
Patient Representative Group**

held on Thursday 6th September 2018 at 4.00 pm
in the Large Meeting Room

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

ACTION

1. Welcome

PH welcomed group members to the meeting. PH also advised that following the last meeting he had met with AS, as they both felt that the meeting had been very negative. Those present who had attended that meeting agreed with this view.

2. Minutes and actions from previous meeting held on 28th June 2018

SSG had not sent details about third party information to the group but would send this information out before the next meeting. **SSG**

AS still had to speak to the patient to seek permission for PH to contact them regarding email contact with the practice. **AS**

As new members of staff were to start shortly, AS would provide a breakdown of practice staff before the next meeting. **AS**

PH still to provide a photo for AS to design a poster for drop in sessions. SSG would take this after the meeting. **SSG**

AS had still not received responses from all PRG members regarding current email addresses and she would email members again. **AS**

The issue of low uptake of patients completing surveys was raised. AS advised that these had to be undertaken as part of the practice contract.

The minutes were agreed as a correct record.

3. Workplan

As flu clinics are part of the group's workplan, AS advised that the clinics were more spread out this year as Public Health England had introduced a new vaccine for over 65s. This year's clinics will be held on the following dates from 8.30 am to 12.00 noon:

29th September and 6th October (for under 65s)
20th October and 17th November (for 2-3s and over 65s)

Members who would like to volunteer for any of these clinics are requested to email AS as soon as possible with dates and times.

All

Volunteers will help patients attending the clinic, hand out forms (eg for on-line access) and generally promote the PRG. A coffee morning may be held on 29th September to coincide with Macmillan World's Biggest Coffee Morning.

4. Patient Update

As BHe was not present, the issue of Ambassadors was not discussed.

SN asked if it would be possible for the PRG to be asked for views prior to any changes or new practices being introduced, in order to give input from a patient perspective. AS advised this would not be a problem, although timescale may be an issue.

RW asked how long it is before a patient is called back following triage for on the day appointments. AS advised this was within the hour and that the system was working well. The Clinical Practitioners can make appointments to see patients and are also doing signposting training. A third nurse would be joining at the end of November.

PH and SSG advised that some practices were appointing Physician Associates, which was a new Government initiative.

5. Practice Update

AS informed the group that extended access would be available in the locality from 1st October 2018. A GP and another health professional would be available from 6.30 pm to 8.00 pm, Monday to Friday and from 9.00 am to 1.00 pm, Saturday and Sunday. The service would be available at Hessle Grange on a Wednesday but patients would be able to attend at other practices in the area during these hours. SSG was attending a workshop on this and would report back to the PRG.

SSG

AS advised that reception staff were undergoing signposting training. They would be known as Care Navigators and would wear a purple uniform.

6. Feedback from CCG GP Patient Engagement Group

SSG gave feedback from this meeting held on 5th September, which was also attended by AS and BHo. The following talks were given:

The Work of a Tesco Champion (Market Weighton) - SSG to investigate if there are supermarket champions locally.

SSG

Asthma in Children (Consultant Paediatrician).

Veterans' Rights (SSG) and how knowing when and where a veteran served gives a better understanding of their issues.

Howden Healthy Living Event. The Howden PRG participated in this event and raised £1,200, with 150 people visiting. SSG was going to give a talk at the Howden PRG. AS and a PRG member would also attend.

It was suggested that the PRG look into the possibility of taking part in Hessle Feast next year and this would be added to the workplan.

SSG advised that Healthwatch were asking patients and volunteers to take part in an online survey on patient passports.

The next meeting of the CCG GP PEG would be held on 12th December 2018 and it was suggested that a patient representative should attend this and future meetings.

7. Any Other Business

Following conversations with patients who had asked to be transferred from the practice, BHo asked if there had been an increase in this. AS was not aware of a particular increase.

PH read out an email received from AP about minutes of the PRG meetings. Following discussion, it was decided that an agreed copy of the minutes of the previous meeting (eg 28th June 2018) would be emailed with a draft copy of the minutes of the latest meeting (eg 6th September 2018) to all members. Members would be asked to acknowledge receipt of the email. AS to provide SN with up to date email addresses.

AS/SN

SN would help AS to anonymise minutes of previous meetings in order that they could be put on the practice website.

AS/SN

The group was advised of an event organised by East Riding Voluntary Action Services, to be held at Flemingate Shopping Centre on 17th November 2018 from 11.00 am to 4.00 pm.

PH had received details of Humber Acute Services Update. SSG explained that this was in relation to hospital provision and if services could be transferred.

The East Riding CCG AGM would be held on 18th September 2019 at Willerby Manor from 5.00 pm to 7.00 pm (registration from 4.30 pm). Any member wishing to attend to advise PH.

8. Date and Time of Next Meetings

Tuesday 13th November 2018 at 4.00 pm - PRG Meeting

Thursday 13th December 2018 at 4.00 pm - Christmas Buffet/PRG Promotion Event

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

21.9.2018 (SN)

Signed off by all present at the 13.11.18 meeting.