**Minutes of Patient Group Meeting – Wednesday 18th July 2018**

**Wynyard & Hartfields**

**Item 1**

**Attendances: JW, Mrs Ad, FC, DT, RS, LS, JS, Stephanie Raper, Dr Amit Kishore & Christine Auton**

**Item 2**

Apologies: Dr Carl Parker, Ann Heppenstall, Emily Orcheston-Findlay, MW

**Item 3 – Previous Meeting**

**Movement of patients**

We are still awaiting a decision as to patients being able to attend any of the 5 sites and that the contract was initially to keep the sites separate.

**Violent Patient Scheme**

We are awaiting update and looking at alternative solutions.

**Closure between 6.00-6.30**

We are still awaiting outcome

**Promotion of practice**

There is a leaflet drop in place which is expected to run for 13 weeks promoting our practice.

**Item 4 – Patient Group / Practice Complaints**

There were no slips in the comment boxes at any of the sites.

Steph confirmed she had received 7 complaints since the last meeting.

1 regarding GP Consultation

2 regarding Site mix up

3 regarding attitude of receptionists which has been addressed

1 regarding prescribing issue

**Item 5 – Surgery Updates**

**E-Consultation**

We have signed up for this and will give an update at the next meeting.

**Productive General Practice**

This is designed to help improve the surgery’s overall practice across the 5 sites. How to deal with Hospital letters etc more productively. All will be picked up by our new data team therefore will be dealt with more efficiently by streamlining the system. The new data team will hopefully be up and running by the 1st October.

**CQC Bulletin**

Steph explained that patients could receive this via e-mail if they wished.

**Item 6 – Commissioning**

Nothing to discuss

**Item 7 – AOB**

Steph informed the group that Donna was back from maternity leave and that Sasha would not be returning.

Steph informed the group that KA had resigned from the PPG

**Next meeting: TBC**

 **Minutes and Agenda will be sent out prior to meeting**