

**PATIENT REPRESENTATIVE GROUP MEETING
WEDNESDAY 14TH JANUARY 2015
10:30 A.M.
Bawtry Health Centre**

Present:

Sir Andrew Buchanan (Chairman)
Mrs Astrea Smith
Mrs Linda Merryweather
Mr Geoffrey Griffiths
Mr Pierre Sagnia
Mr Daniel Blakey (Secretary)

		Actions
1	Apologies for Absence None	
2	Minutes of last meeting 27 August 2014 The minutes were agreed as a full and accurate account of the meeting.	
3	Matters Arising from the minutes The possibility of a survey was again discussed. It was agreed not to proceed at present, but that we may wish to take this up again at a later date, especially with regards to the upcoming Care Quality Commission inspection in March. DJB updated the PRG on progress with the influenza vaccination programme and further explained the stresses on the district nurses at this moment in time, and the reason behind their refusal to vaccinate persons not directly under their care.	
4	NHS Choices DJB explained the existence and purpose of NHS Choices, and explained that feedback about the practice can be left. DJB encouraged the group to leave positive feedback when that is justified, as many people are very quick to leave negative feedback, but when something positive happens to them at the surgery, they do not write about it.	
5	Electronic Prescribing Service and GP2GP DJB explained the Electronic Prescribing Service and GP2GP to the PRG. The former is a way for a patient's nominated pharmacy to order and receive prescriptions electronically. DJB explained that this will most benefit those patients with regular repeat prescriptions. This was due to be introduced last year, but was delayed due to the change in management. The new date for the introduction of this service is Wednesday, 18 th February. GP2GP is a new means of practice's receiving the medical records of new	

	<p>patient electronically. This system will be introduced on Wednesday, 21st January.</p>	
6	<p>Care Quality Commission The Care Quality Commission will be visiting the practice at some point in March, and DJB asked the PRG for volunteers to come down to the surgery (potentially at short notice) to talk with the inspectors. The PRG signified its willingness to do so. GG asked whether a survey would present a more accurate view of patients' opinions of the practice that could be used to counter NHS Choices. DJB mentioned the Friends and Family Test that has now been running since December, and that this will likely provide a truer reflection of patient opinions.</p>	
7	<p>Any Other Business Dr Perkins briefly joined the meeting to introduce his new partner to replace Dr Stewart. Dr Dorothy Thomas has been working with the practice on Tuesdays for a year already, but will now be working with us full-time as a partner.</p> <p>AB asked whether DJB could inform him of the date of the next Patient Engagement Group meeting.</p>	<p>Action - DJB to inform.</p>
8	<p>Date of Next Meeting To be confirmed.</p>	