

## PATIENT REPRESENTATIVE GROUP MEETING

WEDNESDAY 18 July 2012

10 AM

Bawtry and Blyth Medical Centre

**Present:** Rev Jonathan Strickland, Chairman (JS)  
Mr Richard Gilbert, Practice Manager, Bawtry & Blyth Medical (RG)  
Sir Andrew Buchanan, Patient Representative (AB)  
Mrs Linda Merryweather, Patient Representative (LM)  
Mrs Astrea Smith, Patient Representative (AS)

1	<b>Apologies for Absence</b>	<b>Actions</b>
	There were no apologies.	
2	<b>Minutes of last meeting 18 April 2012</b>	
	The minutes were agreed as a full and accurate account of the meeting.	
3	<b>Matters Arising from the minutes</b>	
	RG explained the actions taken towards the purchase of a DVD player, and was waiting feedback from both the partners and the Television Licensing Agency.	<b>RG</b>
4	<b>PPEAG</b>	
	AS gave the meeting a brief overview of the meetings she had attended on behalf of the practice and the work that the PPEAG had undertaken, and asked if PPEAG could be placed on all future agenda's for our meetings. AS explained the various surveys that PPEAG had looked at and the survey on A&E attendances was of interest, RG told the group of the work that the practice had been tasked with undertaking by both the PCT and BCO (to be called NHSBasCCG) regarding the inappropriate use of A&E by patients.	<b>RG</b>
5	<b>NEPTS</b>	
	RG informed the group on the history of Non Emergency Patient Transport Service (NEPTS) and the new company involved in the running of the service. RG explained the perceived view of the service being available to all and explained the new eligibility criteria and problems that this could cause to this practice.	
6	<b>Patient Survey 2012</b>	
	RG informed the group of the proposed date of the annual survey and asked if there were any outstanding issues they would like to add to the survey for this year. AS asked if she could add a question regarding the PPEAG and she would send RG an email with the details of the question. JS asked if RG could include a question regarding the inappropriate use of A&E.	<b>AS</b> <b>RG</b>

<p><b>7 Any Other Business</b> RG informed the group on the outcome of the exercise he had undertaken regarding the use of SMS text messages to inform patients of their next appointment and the proposed switch on date of 1 August 2012 if the work can be completed by TPP in time.</p> <p><b>8 Date and Time of Next Meeting</b> Wednesday 17 October 2012, 10:00 am, Bawtry &amp; Blyth Medical Centre.</p> <p><b>Meeting closed at 10:40 am</b></p>	
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These minutes were a true and accurate record of the meeting

Rev Jonathan Strickland