

## PATIENT REPRESENTATIVE GROUP MEETING

WEDNESDAY 17 April 2013

10:00 AM

Bawtry and Blyth Medical Centre

**Present:** Rev Jonathan Strickland, Chairman (JS)  
Mr Richard Gilbert, Practice Manager, Bawtry & Blyth Medical (RG)  
Mr David Palfreman Patient Representative (DP)  
Mr Geoff Griffiths Patient Representative (GG)  
Mr Kenneth Noton Patient Representative (KN)  
Mrs Astrea Smith, Patient Representative (AS)

	<b>Apologies for Absence</b>	<b>Actions</b>
1	Sir Andrew Buchanan, Patient Representative (AB) Mrs Linda Merryweather, Patient Representative (LM)	
2	<b>Minutes of last meeting 16 January 2013</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 the Television Licensing Agency. RG explained that the SMS reminder system was now working and talked about some proposed improvements to its use with reminders for annual checkups being made available and reminders of flu clinics etc.	
4	<b>PPEAG</b> JS gave a brief update following an update from AS.	
5	<b>Patient Survey</b> RG explained that the survey results had been sent to the CCG(PCT) and no comments had been received.	<b>RG</b>
6	<b>NHS Choices</b> Dr Stewart joined the meeting and gave a brief overview of the NHS Choices website and how the "star rating" was very misleading. The group understood the problems and agreed to look into how the site could be made more informative.	
7	<b>Any Other Business</b> KN asked if more information could be given to patients who come to register with the practice regarding the use of this building and the occupants within. RG explained that it was not in the best interests of the practice to give details of the other surgery and would be against the rules and regulations to do so. KN asked if signage could be improved within the foyer to make people more aware of the two practices within the Health Centre, RG would ask the landlord if new signs could be supplied, but holds out little hope	<b>RG</b>

<p>due to the cost implications and this would need to involve The Mayflower Practice.</p> <p>LM asked if the days of the meetings could be moved from a Wednesday to either a Monday or Friday due to family commitments, if this was not able to be done she would be forced to resign from the group, following a very brief discussion it was felt the early Monday afternoon would suit those present, RG was tasked to ask those not present for their feedback.</p> <p><b>8 Date and Time of Next Meeting</b> Due to a proposed change of days the date and time of the next meeting will be circulated in due course</p> <p><b>Meeting closed at 11:15 am</b></p>	<p><b>RG</b></p>
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These minutes were a true and accurate record of the meeting

Rev Jonathan Strickland