

Patient Representative Group Meeting – Bentham Medical Practice

Thursday 6th September

Present: Lorraine Crossley –Close, Danny Conroy, Sandra Kay, Gerda Southwell, Andrea Tuohy, Tony Hudson, Judith Nicoland, Lin Barrington, Mairi McKirdy

- **Apologies:** Sharon Rucastle, Jill Noble and Bronwen Osborne
- **The minutes were approved.**
- **Matters Arising**
 - Lorraine volunteered to talk to the group at a later stage about her role as a governor with the hospital.
- **Correspondence**

Lorraine had written to Helen Midwinter about becoming a member of the PRG but has had no reply to date.
- **Action Plan**
 - Proposed changes to the questionnaire were accepted.
 - The phone answering system is in the process of changing and therefore it would be appropriate to add the reminder that patients can book appointments online at that time.
 - Parking space and access to the building to be discussed at the next practice management meeting and then pricing and feasibility can be brought to the meeting.
 - It was suggested that a summary of the minutes could be placed in the local magazines to make the public aware of the work the PRG undertake and hopefully encourage patients to communicate more with the group.
 - It was suggested that the Action Plan should become an agenda item at each meeting.
- **Surgery Update**
 - Staffing – Chris Sweeney to join the practice for a year. Amy and Ben to join till Christmas.
 - The next Newsletter to be produced at the end of December – early January. Jonathan to ask for any items at the next meeting.
 - The practice Facebook page will hopefully be posted in a few weeks. Initially posts will only be made by the practice to see the responses.
 - In May MyGP was taken on-board and nearly 500 users to date. If patients require more comprehensive medical details then they will also have to sign up to EMIS as well. The next stage will be PreGP which is a type of triage system when making appointments.
 - There was a general discussion on the new Pharmacy2U system by the NHS. It was generally agreed that this type of system was not beneficial to the community on a number of levels. Jonathan said he would observe the effects on the practice system as well.
 - Improving Access to Psychological Therapies (IAPT) – We now have 3 counsellors attending each week supplied by Bradford.
 - The Dementia Awareness group will be meeting on Tuesday 11th September at Bentham Golf Club.
 - There is a Stronger Communities Meeting on 20th September to be held at Bentham Golf Club – email attached.
 - A man has an electric buggy he is giving away free if anybody knows anyone that could make use of this then please let Jonathan know.
 - Jonathan gave a summary of the individual funding requests that is available to the practice – the full document will be emailed to the group.
- **AOB**
 - As winter is coming the group decided to try a mid-afternoon meeting and then review this at the next meeting.