**ESCRICK SURGERY**

**PATIENT REFERENCE GROUP**

**MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON THURSDAY 17 MARCH 2016**

**Present:** Dr Jeanette Lenthall (GP Partner)

Jayne Bone (Practice Manager)

Patient Representatives (4)

**Apologies:** Mrs J Reay

Mrs C Copley

Mr R Hemingway

Mr C Witty

**Welcome and Introduction**

Jayne opened the meeting by thanking everyone for attending. She apologised for the meeting being held at short notice and explained that the feedback on the survey was good as in previous years so there wouldn’t be too much to discuss.

**The minutes of the last meeting were discussed:**

1. **CQC**

The CQC report has now been received and has been put on the surgery website. Overall the practice was rated as good. One area identified as outstanding was the provision of 7 day care to patients at the end of life (Palliative Care).

One area requiring improvement was to have more clinical meetings. The practice now have monthly clinical meetings with Nurses and GPs, monthly Nurse meetings and quarterly Full Staff meetings, Reception meetings and Dispensary meetings.

1. **Improvements**

* Car Park Lining Escrick – this is hopefully being done on Saturday, weather permitting.
* Paving at North Duffield – this work has all been done including broken paving replaced and all paving levelled.
* Tiles in Foyer Escrick – The practice have obtained a quote but the firm have still not arranged to do the work. Jayne will chase this up and possibly source another firm.

1. **DNA’s**

Letters are now sent to patients the day after not attending for their appointment, however, the practice does look at individual circumstances to make sure letters are sent out to the appropriate people.

1. **Survey Results**

These were very similar to previous surveys and out of 250 surveys the practice had 139 responses.

* There was a discussion about whether the comments should be seen by everyone. The practice felt there were good and bad comments for all the doctors.
* Jayne will look at the questions again to see which questions need comment boxes for the next survey and discuss at the next meeting.
* Feedback from the PRG members was that the survey was very good and the practice does an excellent job and all the staff should be praised.

1. **Parking**

* Parking was discussed, particularly the drop off point near the entrance. This now has no parking cones due to the number of incidents and the possibility of accidents being caused on the corner. Although the practice appreciated this wasn’t ideal for everyone it wouldn’t be altered; however there will be more disabled bays once the car park re-lining has been done

**6. AOB**

* The practice fed back regarding the recent survey on all GP practices in the Vale of York which was reported in the York Press. Escrick came 3rd out of 30 practices and this has been added to our newsletter.
* It was agreed the next meeting would be in six months time and a reminder would be sent out one month before.

Jayne thanked everyone for attending.

**Date of next meeting: Tuesday 6 September 2016**