**ESCRICK SURGERY**

**PATIENT REFERENCE GROUP**

**MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON TUESDAY 15th MAY 2018**

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

Jayne Bone (Practice Manager)

Patient Representatives (6)

Apologies were sent by several members of the PRG.

**Welcome and Introduction**

Jayne opened the meeting by thanking everyone for attending. She explained that due to GDPR coming into force shortly patient names would no longer be documented within the minutes.

**Minutes of the Last Meeting**

There were no outstanding issues from the minutes of the last meeting.

**Newsletter**

A few points were mentioned from the latest Newsletter.

* The surgery has a new Registrar (trainee GP), Dr Smith, who will be with the surgery for 6 months from February to August 2018.
* Dr Keen has returned from her maternity leave. Dr Onac will be leaving the practice at the beginning of June and Maureen Rafferty will be retiring at the end of May after 16 years.
* Sister Becky Rhodes, Nurse Manager, was recently nominated in the General Practice Nursing Awards 2018. She was runner up for Preceptor of the Year which was a great result for both Becky and the practice.
* Patients will be contacted during the month of their birthday to invite them to attend the surgery for a shingles vaccine assessment appointment.
* Flu clinics for the OVER 65’s will be held mid to late October this year and not September as in previous years. This is due to the manufacturers delivery schedules. Flu clinics for the AT RISK 18-65 YEAR OLD PATIENTS will be held in September as they will be given a different vaccine. Letters will be sent out to patients nearer the time to invite them to the appropriate clinic.

**Survey**

The results of the patient survey were discussed. The practice had been pleased with the number of patients who had completed the survey online with 75 out of the 165 responses being completed online. The results were extremely good as in previous years and nothing was identified that required changing or further discussion. It was mentioned again this year about having nurse appointments on-line and at the present time this is not possible as appointment times vary and the nurses have different roles. A comment about this will be put in the next newsletter. One point that was noted was that the wording was incorrect with regards to how long patients had waited for their appointment. The question underneath asked if this was acceptable and then was it an emergency appointment. It stated ‘if no, then please give more detail’ however this referred to ‘was this acceptable’ and not ‘was this an emergency appointment’.

**General**

Wifi - the practice is currently having wifi installed for patient use. Once the installation has taken place the password will be supplied to patients.

NHS 70th Birthday - the NHS will be 70 on 5th July 2018 and the practice will have a large birthday card which anyone can add comments to.

New Member - Jayne has had a request from a new member to join the PRG and they will be invited to the next meeting.

Extended Access - the Selby practices which include Tadcaster, Sherburn, South Milford and Escrick, now classed as the Selby Locality, are currently discussing how to implement extended access which will become a requirement for 8-8 access and include weekends. This is in the early planning stages at the present time.

**Date of next meeting: To be confirmed by e-mail November 2018**