**ESCRICK SURGERY**

**PATIENT REFERENCE GROUP**

**MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON MONDAY 3rd DECEMBER 2018**

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

Liz Stockdale (Practice Manager)

Patient Representatives (6)

Apologies sent by another PRG member.

**Welcome and Introduction**

Dr Lenthall opened the meeting by thanking everyone for attending and introduced the new Practice Manager, Liz Stockdale. Everyone when the room introduced themselves and why they are on the PRG committee.

**Minutes of the Last Meeting**

Liz advised that a comment had been added to the winter Newsletter on why we aren’t able to offer Nurse appointments on- line.

**Flu Clinics**

Liz explained that although there had been delivery restrictions, which was out of our control the flu clinics have run smoothly and most patients have now been vaccinated and we thank patients for their patience.

**Card Machine**

Following numerous suggestions and comments Escrick will be getting a card machine for payments.

**Dr Metcalfe**

Dr Metcalfe will be leaving the practice at the end of December and we are currently in the process of recruiting a replacement.

**Nursing Team Shortage**

Due to a nursing team shortage in December and January, where possible we are asking patients to attend the alternative phlebotomy clinics for bloods and that we are sending out recalls letters slightly earlier than normal and on occasion the GP will do the reviews or administer injections.

**Patient Wi-Fi**

Installed at Escrick and North Duffield and posters and leaflets are advertising the service in the waiting rooms. Patients can ask for the details from Reception. A copy of was handed out.

**Newsletter**

To be published in December with the above information.

**AOB**

The floor was opened for questions:

**GP special interests/specialities**

Dr Lenthall explained as a general practitioner you are able to deal with all patients’ health issues.

**Pharmacy 4 U Leaflet**

Dr Lenthall explained that as a GP practice we would prefer patients to continue to get their medications dispensed at the surgery.

**Repeat Prescriptions**

Liz explained there are various options for ordering but the benefits for ordering online are it leaves a clear audit trial if queries or discrepancies arise.

**Security**

Annual risks assessments are carried out.

**Parking**

Patients do not always park appropriately – Liz happy to look at this issue.

**Date of next meeting: To be confirmed by email July 2019**