**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 3rd SEPTEMBER 2014**

**12.30 – 2.00pm**

**PRESENT:** Mr Ch, Mrs S, Mrs Ri, Mrs Rh, Mr & Mrs J, Mr D, Sarah King (senior receptionist) & Caroline Wearmouth (IT Officer)

**APOLOGIES:** Ann Heppenstall Business Manager,Hellen MacKenzie (receptionist),Mrs H,Mr Sh,Miss B,Mr & Mrs M

Sarah welcomed and thanked everyone for attending the patient group meeting today.

Everyone received the previous minutes

It was agreed the rest of the minutes were correct.

**ITEM 3: Feedback on Minutes from previous meeting**

Higher reception chairs

Discussed with receptionists felt would be too high for them happy with current seating

NHS Choices

This website is now being monitored and responded too if necessary on a regular basis

Mail advert

Mail advert has now been rectified

Health Watch report

Still pending

Hypertension reviews

Process of reviews were discussed

Bell on outside of building at TMC

Under review

**ITEM 4: Patient Group Practice requirements**

Requirements were discussed at length, the four previous ideas were discussed, further ideas included a comments box, reviewing complaints, text messaging service and access to both sites for improvement for wheelchair access.

TO BE CONFIRMED FOR 3 KEY PRIORITYS AT NEXT MEETING

**ITEM 5: Surgery Updates**

New nurse practitioner Val Wilson joined practice on 1st September 2014.Positivie comments were made regarding Nurse Practitioner Sharon Tolputt.Patients feel they receive an efficient service and good care from Sharon.

Two new receptionists will be starting in the near future

Regular gp visits to nursing homes will commence in October 2014

Flu campaign update given, clinic appointments available and vaccines due in w/c 15th September 2014

Shingles vaccine now available to patients aged 70 years, 78years and 79 years only.

Complaints received by the practice were discussed these were from April to present date.

**ITEM 6: Commissioning**

No commissioning information at this time

**ITEM 7: AOB**

Group mentioned GP recruitment – explained no available gp’s at this time however we now have 3 nurse practitioners. A suggestion was made that information should be available in reception waiting area regarding work of the nurse practitioners.

It was suggested that younger members are needed to attend meeting and a mail shot could be sent, also evening meetings arranged – mixed views from the group around this.

Consent regarding text messaging service was discussed and it was felt that if we have obtained patients mobile numbers this should be considered as consent, this lead onto reminders around B12 appointments and it was suggested the nurses should give out appointment cards with the next appointment date recorded.

Document from newspaper around treatment by phone was given to Sarah to pass to Ann to review.

**ITEM 9 – Date and time of next meeting-** Wednesday 3rd December 2014