**MINUTES OF THE HASSENGATE PATIENT GROUP MEETING – 15 OCTOBER 2014**

PRESENT: Russell Vine (Practice Manager), Dr Tressider, Maureen Cushing (Chair), Wendy Kimble (Secretary),

Toni Negus, Peter Woodcock, Sharon King, Keith Lord.

Apologies: Betty Makoni

**CAR PARK UPDATE**

Dr Tressider updated the Patient Group regarding the planning application for extra car parking spaces at the Medical Centre. The original planning application made by the new pharmacy was for 6 spaces but it is felt that more are needed. A further planning application to extend the car park is to be made by the pharmacy (as part of their contractual obligations) and supported by the Practice and PPG, although NHS England consider there is already adequate parking. The Patient Group agreed to help support the application by providing a supporting letter (RV req MC) and also raising the matter at local forums (SK).

**PRACTICE UPDATE (RV)**

7 Day Opening – still under discussion. More resources need to be acquired to fund weekend opening. Without funding the current level of service will not change but will be spread over a longer period of opening hours.

A notice advising patients of changes to extended opening hours over the Christmas period is to be displayed in the waiting room and reminders to order prescriptions for Christmas in advance will be printed on all repeat prescription forms.

Care Data – On hold until January 2015. A consultation is in place to consider appropriate communication alternatives for patients who struggle with current systems due to sensory impairments and mental vulnerabilities.

Choose and Book – This system is struggling to work efficiently and is causing problems with patient referrals creating extra work for all concerned. An underlying breakdown in communication by various departments seem to be the major factor.

Car Park – The six extra spaces already created are due to be tarmacked next week. The current levels of cars using the parking area are being collated and photographed to provide evidence supporting the need for further spaces.

Ebola – Guidelines advising action in a possible Ebola outbreak are expected soon.

**Next meeting arranged for Wednesday 19 November 2014 at 4pm.**