**HASSENGATE MEDICAL CENTRE PATIENT’S GROUP**

Meeting 25th February 2015 at Hassengate Medical Centre

The meeting commenced at 4pm.

Present: Maureen Cushing (Chair), Russell Vine (Practice Manager), Wendy Kimble (Secretary),

Keith Lord, Liz Turrell, Sharon King

Apologies: Stephen Bonnington, Toni Negus, Peter Woodcock

**Missed Appointments:-** Reminders to be placed in the waiting room encouraging patients to keep their contact details up to date and to cancel unwanted appointments so that they can be offered to somebody else. Minutes and a quarterly practice newsletter will also to be available in the waiting area.

**Friends and Family:-** No feedback has been received.

**Car Park:-** The bid for extra parking facilities is still being formulated and should be submitted by the end of April.

**Phlebotomy:-** The contract for this service has been extended until the end of September.

**On Line Access:-** No patients have requested on line access to their medical records . Consideration is currently being given to the confidentiality aspects of records for 14-18 year olds and households with multiple access to a shared computer.

**Litter:-** A clean up of litter around the grounds is to be undertaken every 2 weeks. It was suggested that there may be community service groups that could help with this. Russell Vine is to investigate this possibility further.

**Information:-** A notice is to be placed in the waiting area by April detailing the amounts of money received by the practice for the provision of the various services it offers.

**Walk-in Centre:-**  A consultation is taking place to discuss the possibility of closing the Walk-in Centre in Grays and replacing it with 4 GP Hubs spread around the county. This would provide a better service for people in other areas of Thurrock and be more cost effective.

**Care Quality Commission Inspection Programme:-** Between January and July 2015 the CQC is undertaking detailed inspections of all GP surgeries. This will take a full day for each practice and 2 weeks notice will be given. Health Watch will being doing some “soft visits” to Practices in advance and will feed back to the CQC in preparation for their inspection.

**The meeting closed at 5pm. The next Patient Group Meeting is 25th March 2015 at 4pm.**

**Patient Information.**

All patient data is protected and none is disclosed at Patient Group meetings.

In February 2015 there were 248 wasted appointments (41hrs20mins) due to patients failing to attend an appointment they had booked.

If you have any item you wish to be discussed at the PPG meetings please put it into the comments/suggestion box at reception. If you wish to have personal feedbacks please include a contact number otherwise the reply will be added to the minutes under Patients Q & A.

Please remember to cancel your appointment if you find you are unable to attend; this appointment will then be available to another patient. Cancellations can be made either on line, by phone or in person to the receptionist or by using the automated telephone service. Please remember to cancel each unwanted appointment you or your family members may have.

You may be aware that there has been consultations taking place in Thurrock regards the future of the current walk in centre and we would like to know what you think.  The contract for the present service comes to an end in September 2015. This gives an opportunity for the Clinical Commissioning Group to review the service for the most appropriate service for the all the people of Thurrock.

There are two further public drop-in events where you can come along, ask questions of the experts and find out more

These will take place at the following places

Wednesday 4 March 2015                   Wednesday 18 March 2015

Committee rooms 2 & 3                        The Springhouse

Civic Offices                                          Springhouse Road

New Road                                             Corringham

Grays                                                    Essex SS17 7QT

RM17 6SL                                             Time 7pm to 9pm

Time: 7pm to 9pm

Alternatively the public can complete the questionnaire online by visiting [www.thurrockccg.nhs.uk](http://www.thurrockccg.nhs.uk) or email their comments to thurrockwicconsultation@nhs.net

Thank you.