**HASSENGATE MEDICAL CENTRE PATIENT’S GROUP**

Meeting 14th January 2015 at Hassengate Medical Centre

The meeting commenced at 4pm

Present: Russell Vine (Practice Manager), Maureen Cushing (Chair), Peter Woodcock, Keith Lord, Sharon King, Toni Negus, Stephen Bonnington.

Absences and apologies: Wendy Kimble, Liz Turrell, Betty Makoni

**Next meeting 25-02-2015**

**Minutes and Apologies**. No comments received.

1. **Missed appointments:-** The Practice has recorded an average 39 hrs per month of missed Patient appointments, this equates to an average of 234 patients missing their appointments across the range of our Clinicians during the course of a month. The Practice and the group will explore the possibility of using strategies to remind patients of the importance to cancel appointments either by telephone, online or face to face in order to free up the appointment for another patient. It is also important that patients’ data is continually updated and patients reminded to help ensure that their details are current and correct, particularly mobile phone details, in order that text reminders can be transmitted to them. The Practice will be looking into the possibility of having a reminder on cancellation procedure added to the touch screen.
2. **Friends and Family Test:**- The Friends and Family test can be completed by patients on the website, the details will be number crunched by the provider, the “iwantgreatcare” website all reports are anonymous.
3. **GP Hubs:-** Extra funding from Government means there is the possibility to open GP practices (hubs) in four areas across the borough at the weekend from 9am to 12.30 until 2021. These hubs will be staffed by local practice staff or out of hour’s clinicians on a rota basis, increasing local knowledge of the area and its health care services, as well as providing continuity of care of patients. Access to records has yet to be organised, it is proposed that there would be a GP Hub in Corringham. Consultations are still taking place but it is anticipated that the service should be up and running by the end of March. These are initial proposals but it is possible that there could eventually be an extension to the number of opening hours.
4. **Phlebotomy:-** No decision has been made yet but the contract ends on31st March 2015.
5. **Parking:-** The parking application being made by Hassengate Pharmacy should be sent to Thurrock Council by the end of February, this should include the letter from the Patient Participation Group supporting the application.
6. **Online Access:-** There will be online access to records for patients as from 1st April 2015, 14-18 year old patients should have access to their own records, if they wish they can consent to parental access.
7. **GP Registrar** – Dr Shiraz has now finished his initial six months with us, he now has sometime to spend in different hospital settings, before hopefully returning to us in August 2016. We have seen the arrival of Dr Shukur, who is with us for an initial six months to August 2015, with a possible further year from that point.

**Patient information**

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

In January 2015 there were 227 wasted appointments (37.8hrs) due to patients failing to attend for an appointment they had booked.

If you have any item you wish discussed at the PPG meetings please put them into the suggestion box in the waiting room. If you wish to have personal feedback please included 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 made available to another patient. Cancellations can be made either online, by phone to the receptionist or use of the automatic service.

Thank you.