**MINUTES OF THE HASSENGATE PATIENT GROUP MEETING – 19th November 2014**

PRESENT: Russell Vine (Practice Manager), Maureen Cushing (Chair), Peter Woodcock, Sharon King, Liz Turrell.

Absences; Betty Makoni, Barara Hoare

Apologies: Toni Negus, Wendy Kimble, Keith Lord.

Next meeting: 14th January 2015

Minutes of meeting 15th October 2014

1. **RV Practice update;** at this time it is unknown whether the Enhanced Services enjoyed by the Patients of this Practice will continue as they could be allocated to ‘Any Qualified Provider’ (AQP) in the area. At the present time our Enhanced Services are;

Dressings and stitch removal (following Hosp/A&E procedure)

24hr Blood Pressure monitoring

Phlebotomy service’ it is also unknown if this service will continue after March 2015 or whether it will also go to AQP.

We are awaiting a decision on these services.

We are now able to facilitate the reprint of a phlebotomy form should the original be lost or forgotten.

Patients will have online access to all their records created from 1/4/15 from 1/4/15 upon application. Patients who wish to have this access will need to notify the Practice. Patients will be able to access their Summary Care Records from 1st Dec 2014 should they wish.

Any child age between 12-18 yrs will be ask if they are happy for parents/ guardian to continue to have access to their records. If there is no response, from Jan 1st 2015 it will be assumed they are not in agreement and access will cease.

From Dec 1st the Friends and Family Test (FFT) will be available via the Hassengate Medical Centre website for completion, the FFT can also be completed at the surgery, a paper version will be available from receptionists, albeit adding comments by the patient via practice website or [www.iwantgreatcare.org](http://www.iwantgreatcare.org) is the preferred feedback option.

The Lighting in the Medical Centre has been upgraded.

**Car Parking**

A letter from the patients group has been completed to accompany the Pharmacy application, we are now waiting for the Pharmacy to complete their application for increased parking availability.

It has been noted that there are an increase number of people parking immediately outside the main entrance to the Medical Centre. This is causing problems for those parking in legitimate parking spaces and for patients being dropped off and picked up from the Practice. Among those are customers and delivery vans to the Pharmacy, this is being looked into.

**Appointments**

One of our Doctors is on leave due to a family commitment.

Best wishes to all the Staff and Patients of Hassengate Medical Centre this Christmas.

From

Your Patient Group.

**Next meeting; 14th January 2015**