**HASSENGATE MEDICAL CENTRE PATIENT GROUP MEETING**

25th March 2015 at Hassengate Medical Centre

The meeting commenced at 4pm

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

Peter Woodcock, Keith Lord, Sharon King, Toni Negus

Apologies: Stephen Bonnington, Betty Makoni, Liz Turrell.

**Practice Update**

**Car Park** – No further news. Bid for extra spaces to be submitted end of April 2015

**Missed Appointments** – A notice has been placed in the waiting room.

Receptionists are now asking people to keep their details updated.

The Practice is considering sending a letter when appointments are missed.

There is a possibility of asking the CCG to run a campaign to highlight problem.

**Health Care Assistant** – Lorna has started training as an apprentice Health Care Assistant with the practice and should be with us for a year.

**Easter Saturday (4th April 2015)** - The surgery will be open between 8am to 11am for Hassengate patients. A GP and Practice Nurse will be on duty. This will be publicised on the noticeboard in the waiting area and on the Hassengate website.

**Litter** – Regular litter clearing around the outer premises has started using volunteers.

**Phlebotomy** – The phlebotomy service offered by the Practice will continue until the end of March 2016, after which it will then be reviewed.

**Stitch Removal and monitoring services** – These will continue to be offered by the Practice for another three years and will then be reviewed.

**PPG Enhanced Service Report**

This was discussed at the meeting and has now been completed and signed off by the Patient Group and Practice Manager for submission to NHS England. It will be soon be available for viewing on the Hassengate website.

**Walk in Centre**

The recent consultation meetings have discussed the future of the Walk in Centre based in Grays, and favour closing the centre and using funds to finance GP hubs in four locations in Thurrock to enable the service to cover a wider area. A final decision will be made by the end of March 2015.

A Saturday morning GP service will soon be operating in Corringham, Tilbury, Ockenden and Grays on a rota basis. These services may be able to be developed pending the Walk in Centre’s future.

**NHS Prescription Charges**

Changes to charges for NHS prescriptions, Dental care, elastic stockings, tights, wigs and fabric supports. The charges will also affect optical voucher values.

**Exercise Referral Scheme**

Impulse Leisure is introducing Exercise on Referral which is a programme designed to enable Gp’s and other professionals to refer people sedentary or inactive and have existing health conditions or other factors that put them at risk of ill health, into physical activity opportunities. The programme will commence 1st April. 2015.

**Patient Information Handbook**

A booklet for Hassengate Patients containing information about the Practice has been placed in the waiting room area for patients to read.

The meeting closed at 5.10pm

**The next meeting is arranged for Wednesday 22nd April 2015 at 4pm.**

**Patient Information.**

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

In March 2015 there were 234 wasted appointments (39hrs) due to patients failing to attend an appointment they had booked.

**Important**  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.

**Get involved,** have you a suggestion on any item you think the PPG and the Practice should discuss put it into the comments/suggestions box at reception or better still, join us at the meeting. The PPG is here to represent you, so have your say. If you wish persona l feedback please include a contact number otherwise the reply will be added to the minutes under Patients Q & A.