**HASSENGATE MEDICAL CENTRE PATIENT GROUP MEETING 22 APRIL 2015**

**The meeting commenced at 4pm.**

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

Keith Lord, Peter Woodcock, Sharon King

**Apologies:** Liz Turrell, Betty Makoni, Toni Negus, Stephen Bonnington

**MISSED APPOINTMENTS:** Thurrock CCG are to run a publicity campaign with radio and newspaper interviews highlighting the issue of 2,700 wasted Thurrock GP appointments in March due to patients not cancelling unwanted appointments. Their research also showed that over 7,000 patients did not attend their hospital outpatient referral appointments last year.

**GP HUBS:** The first GP Hub to open for weekend GP/Nurse appointments will be held 25th & 26th April 8am – 11am at the Wharf Road centre in Stanford. This will be for pre-booked appointments made by GP’s for patients in the Stanford, Corringham, Horndon and Fobbing areas. Three other venues covering alternative areas in Thurrock will open on a weekend rota basis.

**PPG:** The NHS has now made it compulsory for every GP practice to have a Patient’s Group and requires the collection of general data of members to ensure each group is representative of the area demographics. Maureen Cushing (Chair) will contact current members of Hassengate PPG by email to update their details. New members data will be collected upon joining the group.

**FACEBOOK:** Following comments regarding Hassengate posted on Facebook Social Network Site the Practice is considering a standard response detailing various ways of contacting the surgery if patient’s have issues they wish to raise. This could be posted to Facebook when appropriate to provide current contact information. Following a discussion of wording Maureen Cushing is to draft the response and obtain feedback from committee members.

**APPRENTICE HEALTHCARE ASSISTANT:** Lorna met with the committee members attending the final part of the meeting and updated them on her progress. She was welcomed to Hassengate by the members.

**THE NEXT MEETING IS TO BE HELD 20th MAY 2015 (4-5.30 PM) AT HASSENGATE MEDICAL CENTRE.**

**Patient Information**

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

**In April 2015 there were 218 wasted appointments (36hrs 20mins) due to patients failing to attend an appointment they had booked.**

**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.**

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

Using social media to make complaints is great, if you do not know who to complain too, but you will achieve a more successful outcome with direct contact.

Don’t expect the receptionist to solve every issue they are very busy, but tell them you wish to make a complaint, you will be told who to contact, you may be given a “comment card” to fill in, include your name, contact number, date of the incident and brief details. Without these details we cannot rectify the problem and give you any feedback. Alternatively make an appointment with the Practice Manager or go to [www.hassengatemedicalcentre.co.uk](http://www.hassengatemedicalcentre.co.uk) link ‘ comments and suggestions

To contact the Patient Group for assistance - Email [hassengatepatientgroup@outlook.com](mailto:hassengatepatientgroup@outlook.com)

**Your feedback is important to us. After your appointment we would appreciate your feedback on the Friends and Family Test on the Hassengate Medical Centre Web site. Thank you.**