



**Minutes of Meeting
Patient Reference Group
23 February 2012**

Present:

Patients: Christine Blackburn, C Sandhu, Harry Rutherford, Trevor Alexander, Rose Bambridge, Jean Carter, Moira Wears, Tony Waddell

Staff: Sue Elsbury – Practice Manager (chair)
Dr John Bisson – GP

In attendance: Chris Brown, Juliet Carling

Apologies: Alma Milburn, Paul Routledge

- 1) Welcome and introductions. The group introduced themselves for the purpose of the new members
- 2) Chris Brown and Juliet Carling were invited by the group to explain in more detail what would be expected if they were to volunteer for membership of the Reading Group for Derwentside Shadow Clinical Commissioning Group. An overview of why the group is needed and how it operates was given, and membership forms were left for members who wished to participate.
- 3) Results of the patient survey – See Report
- 4) The group discussed the proposed merger with Dr Partha's practice (wef 1 4 2012) We also discussed a proposed document that would be available as a Q&A for patients. The group contributed to its content and amendments were made prior to being published on the practice website.

SE explained the procedure set by PCT which included a period of Consultation for Dr Partha's patients (as it is their contract that is ending) followed by patient letters to every patient of both practices to inform of the decision, if

the consultation period proved positive. There were no objections to the merge. Dr Bisson gave an overview of why the decision was made.

- 5) 'Waiting times' data was shown to the group. We monitor this data regularly as it is one of our priorities to improve the patient experience when at the surgery. On average GP's run at 6 mins late and Nurses slightly less at 4.5 minutes. We have worked on this over recent months applying catch up slots during the session to allow for overrunning of the 10 minute appointment.