PATIENT REFERENCE GROUP 28TH JULY 2014, 6PM

APOLOGIES FOR ABSENCE RECEIVED FROM Joan Keegan, Ann Rodgers & Terry Brady

Our Speaker this evening was Lt Cdr Glen Macdonald, (Retired) Reserve Forces Liaison Officer for Combat Stress. The Group was extremely pro-active in discussion with our speaker.

Matters arising from last minutes – Members of the group who had missed the previous dementia awareness session expressed an interest to be invited to any future sessions the practice may hold for staff.

AGENDA

New Ambulance Provider discussed

New Script for Triage Clinics shown to group members for comment on wording and some recommendations made.

A lively discussion took place about the new Urgent Care Hub and the closure of the Walk in Centre. It was felt by the group that it was leaving Jarrow & Hebburn patients out on a limb.

Jackie (Deputy Manager) presented the Group with the new Direct Enhanced Services and Local incentive schemes, which are having a serious effect on access to appointments.

NHS Choices Comments have been more positive of late and this was fed back to the group. There were some positive comments made regarding the staff and still some negative remarks, Jackie encouraged the members to share all comments with the management otherwise we could not identify and make changes where necessary.

The Group were made aware of the Friends & Family Test survey, coming soon