

**Sele Medical Practice
Patient Reference Group
Friday 10 February 2017 at 10.30am
Notes of the meeting**

Present: Derek Bramley (DB), Stephen Prandle (SP), Bob Potter (BP), Jean Elphick (JE), Michael Elphick (ME), Sheila Dance (SD), Elizabeth Fish (EF), *Dr Janet Gold (JG), Anne Brooks (AB)*

Apologies: Leanne Dotchin (LD), Tom Frost (TF), Joan McFarlane (JM), Jean Hensby (JH), Kerri Tron (KT)

Apologies/welcome to any new members

Apologies as above.

Notes of the last meeting (Wednesday 9 November 2016)

These were agreed as a true record.

Matters Arising

Extended hours - The morning extended hours for both GPs and practice nurses continue to be well used and there has been no adverse feedback as yet.

HGH Elderly Care/Ambulatory Care – The pilot is ongoing with a review meeting in two weeks' time. None of the practice's patients have a 'golden ticket' as yet as these are issued by Dr Edmonds.

Education Sessions/Newsletter

The February newsletter has been co-edited by Natalie, our youngest receptionist. Some of the suggestions made last time have been included.

The next education session is to take place in March, likely at a lunchtime to see whether that timeslot attracts more patients. The next session will be publicised very soon.

Feedback about Dr Frankel's skin session was very positive.

Practice Update

Various staff changes were discussed including Dr Williams' departure and the changeover of Registrars.

Primary Care Developments

Increased opening/working hours were discussed and it was clear that those present understood that there were arrangements in place for urgent care when the surgery is currently closed and that the retraction of services overnight at Hexham was a sensible decision in order to provide adequate levels of appropriate staff and skills at Cramlington due to economies of scale.

It was noted that the wellbeing of the practice team should be taken into consideration when service provision is being considered.

It was agreed that the alternative out of hours care provision should be better publicised.

Any other business

EF asked about the phrasing of a letter relating to a referral. It was determined that this had originated from secondary care (hospital) but that the wording was ambiguous.

Next meeting:

Wednesday 10 May at 4pm

Friday 11 August at 10.30am

Wednesday 8 November at 4pm