

**NOTES FROM THE HEDGES PATIENT REPRESENTATIVE GROUP  
MONDAY 01 08 2016**

**1) Welcome and Introductions**

**2) Apologies**

Dr Bailey

**3) Matters Arising**

a) Gill Wells memorial

Gloria will text Carole the photograph.

b) Newsletter

This is now ready. Carole distributed copies.

c) Premises

Carole gave an update on the premises. Carol and Ann will put up the children's mural in the upstairs waiting room that Kim has provided.

**4) Review of Plans for the year including Community Directory Update**

It was agreed that many of the aims from previous years had now been fulfilled, for example, disabled access and better opening hours.

The group discussed the plans that had been decided at the February meeting and reviewed them as follows:

a) 7<sup>th</sup> June - PPG Awareness Week and Alzheimer's fundraiser event.

This was postponed until September 6<sup>th</sup> because of the refurbishment to the premises (see item 5)

b) Something for the summer

This has not been taken forward.

c) Focus on relaunching the guidance sessions and community directory update.

Members have now given Kim the information that she requires. The new information will be in booklet form. Kim will continue to provide the sessions for two afternoons a month. The receptionists will take the patient's phone number and then Kim will give them a ring and arrange a mutually convenient time to come to the surgery. Kim will come and speak at a practice meeting to provide feedback and take things forward.

d) Assisting in the refurbishment

The refurbishment is nearly complete and the group assisted with ideas for colour etc on the way.

e) Health Fair in the Autumn

This will take place on October 22<sup>nd</sup> along with the flu clinic. It was agreed to focus more on the elderly. Kim will contact the Police, STOP smoking, Alzheimer's Society, Coping with Cancer, Advice Line, and Fit and Active. Helen will contact Age Concern. Possible extras: Domestic Violence and Clockwise or Money Advice.

**5) Coffee morning in aid of the Alzheimer's Society on September 6<sup>th</sup>**

This will be held upstairs in the meeting room.

- There will be a raffle on reception.
- There will be cakes and a tombola
- Kath will do bunting
- Helen will do signs
- Carole will ask staff for any unwanted items.

**6) Meetings**

a) Kath attended the UHL Board meeting on the closure of Glenfield Children's Heart Unit. There is a campaign to try to stop closure co-ordinated by Health Link. The police and fire brigade are involved. UHL says it can complete the required number of operations per year. Kath will be attending another meeting.

b) Kim informed the group that she has pulled the Hedges Medical Centre out of the Patient Forum. The Chair and Vice Chair have resigned as have other practices. An alternative group has been set up by the CCG and a Healthwatch member is attending this but other practices have not joined.

**7) AOB**

a) New Practice Manager

Carole informed the group that the new practice manager will be Jessica Parsons who will start on Oct 3<sup>rd</sup>. She is an experienced practice manager so should be able to deal with the demands of the job from the beginning.

b) Friends and Family Test

Kim and Kath will do some on Wednesday 10<sup>th</sup> August.

**8) Date of Next Meeting**

Monday 5<sup>th</sup> September at 1.45pm.