

## PRG Meeting 9<sup>th</sup> October 2018

Chris opened the meeting at 5.30pm

Attendees: 2 PRG members, Chris White, Catherine Bradley

Chris started with an improved access update on the extended hours opening, it should have started last week but due to technical problems it has been postponed until the problem can be solved. Readesmoor and Holmes Chapel surgeries will be covering the extra opening hours. Chris was not sure of the logistics yet and how it will work. The extra hours opening by these surgeries has not been advertised to our patients yet but as soon as it is working correctly it will be.

Chris moved on to update the members on the book fund and advise that the uptake has been a lot better since we put the tin back in reception. The total stands at £163.00. It was agreed to get another total for the next meeting and discuss ideas of what the money could be used for to benefit the patients.

Chris updated the group on the tenancy. We don't need to move out of the premises for the foreseeable future. We are not actively looking for new premises, but we are keeping our options open if anything was to become available.

Chris moved on to a patient survey which was conducted by NHS Eastern Cheshire CCG. A copy of survey distributed to attendees. Unfortunately Meadowside didn't perform well, we had 241 surveys sent out to patients and 105 returned so it was 1.3% of our overall patient numbers. Chris informed the group that there are areas for improvement and the practice is taking it seriously and going to look at how the surgery can improve, based on this feedback.

We have having a new phone system soon so the message that plays for the patients can be changed so this is something we may be able to change in the future.

Chris also shared with the group some statistics in relation to A&E attendances and admissions in the Congleton area. The data was broken down into different areas of Congleton to show where the most and least attendees lived and showed average. The data was broken down into 2 categories. The same data was shown for emergency admissions. There were also some figures for the Holmes Chapel area. The information was distributed to give the group an overall idea of how the town is split up and how the town has higher populations of age groups in different parts. Chris explained this information is used to direct patients to other services and wanted to make the group aware of how data is analysed and used.

Chris moved on to the MPG Chair role and the future as Chris is retiring in March 2019 and wonders if anyone in the group would be interested in the role. It was agreed an item for the agenda for the next meeting which is scheduled for January 2019.