**GORLESTON AND HOPTON MEDICAL CENTRE**

**AT**

**SHRUBLANDS HEALTH CENTRE**

**MAGDALEN WAY, GORLESTON, N33 7BP**

Minutes of the last meeting held on the 21st February 2013

IN ATTENDANCE

David Brown (Chairman), Jean Canham, Shirley Marshall, Dawn Barnham, (Clinic manager) Dr Ross, and Dr Karretti.

Apologies from Martin Knowles.

The meeting commenced at 2pm, there were no minutes to be read from last meeting.

DB asked Dr Ross about non appointment emergencies.

Dr Ross said that any emergency during appointment times would be asked to come to the surgery and wait to be seen.

DB asked about hospital links.

Dr Ross said that at the moment this is not possible, but any patient going into hospital for an operation, GP notes are sent on.

SM asked if it would be possible for a doctor to attend all PPG meetings.

Dr R and K said they and Dr Gopol would attend whenever possible.

DC asked about Patient non-attendance for appointments. Does this include Hopton Surgery?

It was noted that many of these patients were nurse appointments. Text messaging or emails reminding patients of appointments were discussed.

Dawn Barnham said, that there is supposed to be a text messaging service within our phone system, she will chase up the company.

It was also noted that many patients are using the Paget A and E for ordinary complaints. The surgery is charged for this service.

It was put forward by the Committee that regular offenders should be warned by letter, that in the future misuse of the A and E will be chargeable.

Dr Ross was concerned about patients with Dementia and those with head injuries. That now that the tea room across the way has closed there is nowhere for them to go.

There is a listed building next door to the surgery which seems closed. Dr Ross has tried to get a response from those responsible for the building, but as yet has had no success.

All agreed that it would be a good idea, and hopefully it could be expanded on.

DB said that he will try and get in touch with the people responsible for the building.

It was noted that the board is up.

Dawn Barnham said that the survey had ended and as soon as it had been sorted through, the Committee should meet to discuss it something in March.

The next PPG meeting is April 11th 2013

The meeting closed at 3.40pm