**Bewicke Medical Centre**

**Patient Group**

**Notes of the Meeting held on 31.07.2019**

**Present:**

Mrs Audrey Miller

Mrs Barbara Atkinson

Mrs Sonia Bradley

Mrs Catherine Reid

Mrs Elaine Henderson

Miss Charlotte West

Mrs Collette Horner

Mrs Sandra Watson

**Apologises for absence:**

Mrs Diane Blackham

Mrs Jackie Lincoln

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| **Agenda Item** | **Discussion** | **Action** |
| **Review of previous minutes**  **New Patient Group Member**  **Guest Speakers** | Elaine advised that we will be updating the phone messages in September and we are hoping to make them a lot shorter. We will also be looking at the hold messages with a view to have more information rather than the standard message “Thank you for holding”.  Elaine welcomed Catherine Reid a new member to the group and asked everyone to do an introduction to who they are and how long they have been with the PPG.    Sandra Watson- New Community Mental Health Nurse came to the meeting to introduce herself to the group. Sandra explained what her new role would entail and how she can help support our patients sign-posting them to various support available.  Sandra explained that she can support with Anxiety, stress, low mood. And patients can expect a 30minute appointment to discuss their mental health difficulties and agree a treatment pathway.  Collette Horner – New Primary Care Networks – Locality Project Manager came to introduce herself and talk about the various projects she is involved with. Collette explained her role and that she would be supporting the other practices in this area. She explained her involvement with the Battlehill Hub as by 2021 GP practices will need to be open 8-8 so there is an ongoing project looking at how we plan to meet and deliver this by 2021 with all practices working together collectively.  Collette also went on to discuss the new project of “eConsult” This is due to be rolled out in the practice in  early September. This is a new online service which is available 24/7  eConsult lets your patients consult with their own NHS GP by completing a quick online form that is sent and reviewed by the practice. We can also direct the patient to self-help, pharmacy advice and local self-referral services.  Next meeting to be arranged in November 2019 date to be confirmed. |  |
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