

**Hatherton Medical Centre**

**Patient Representative Group meeting 13th January 2025**

***Present***

**PRG members** - Jennifer Bateman, Gillian Beasley, John Duder, Mary  Fulford, Janet Hall, Robert Hall, Jeanette Harvey, Marion Letts, Joan Nock, Lesley Sheldon.

**Practice** – Lauren Smith (Locality Manager), Lorraine Stewart (Locality Manager), Charlotte Hill (Communications Lead).

**Apologies**

Penelope Allen, Val Dodds, Gwen Evans, Ann Farrell, Kath Hawker, Shabnam Sangha.

Jean expressed thanks to the practice for outstanding care for her husband over many years.

**Minutes**

Accepted.

**Matters arising**

**Accessible standards** – Charlotte will report back next time on benchmarking.

**Healthwatch visit** – went really well.

**Surgery update**

Mel Hobson (nurse prescriber) has left, and Prab leaves on Friday.

Two more full-time receptionists are being recruited.

An advert is being placed for a new partner to replace Dr Conod.

**Chair's update**

Committee elections – application forms are available for the positions of Chair, Vice Chair and Secretary, and should be returned by the end of the month, to elect new officers by the end of February.

Jen suggested that two-year terms might be helpful, as it takes time to get to know and understand the Practice and what the jobs entail.

**Patient survey**

Not yet complete.

**Family and Friends feedback**

November printout provided: 80% very good; 11% good; 3% neutral; 1% poor; 3% very poor; 1& don't know.

**NHS app training**

Went well, with 50/60 patients attended.

**Any other business**

Flu – various viruses going round at present, now settling down. Under 65 uptake of flu vaccinations was poor. Over 65 uptake better, but not spectacularly good.

The practice doesn't have statistics to collate on infections/vaccinations.

There was a better uptake on Covid vaccinations this year.

Waiting room seating: seats are difficult to rise from with any form of hip or knee problem.

**Next meeting**

Tuesday 6th March at 11am.