

### **The PRG (Patient Representative Group) for Bentham Health Centre**

Held their 3<sup>rd</sup> AGM on the 15<sup>th</sup> May.

Although the event and Dr Sullivan's talk about medical data changes and confidentiality was well advertised, it was poorly attended by the general public.

The PRG and Age UK Settle representatives found the talk very informative and gave them the opportunity to think about the choices for their own information usage. Anyone wishing to know more about their information can obtain a leaflet at the surgery or go to [www.hscic.gov.uk/patientconf](http://www.hscic.gov.uk/patientconf).

Mr Mel-Morgan from Age UK also updated the meeting about the new arrangements for patient transportation to medical appointments. All contact is now made through Age UK Settle who co-ordinate the drivers, patients and deal with all the collection of monies quarterly. No funds will change hands at the time of the transportation under the new scheme. It is a non-profit making scheme.

The PRG are available for patients should they have any comments or ideas concerning surgery matters. Please contact Lorraine Crossley on 015242 61700

### **The PRG (Patient Representative Group) for Bentham Health Centre**

Met on the 26<sup>th</sup> June.

It was unanimously agreed that the PRG would get behind the current British Medical Association and Royal College of GPs campaign titled "Your GP Cares".

The campaign is highlighting that the funding to GPs is dropping at a time when the GPs are carrying out 90% of the patient contacts. Currently they only receive 8.39% of the NHS budget and this is due to drop further.

It was felt that we need to support this initiative to help to ensure that we continue to have a service in our local area.

You can join the campaign at [bms.org.uk/YourGPCares](http://bms.org.uk/YourGPCares) Put pressure on your local politician or follow @The BMA on Twitter #YourGPCares.

Further details available from the Health Centre or contact the PRG via Lorraine on 015242 61700. Call into your local surgery and put your name to the petition.

## **The PRG (Patient Representative Group) for Bentham Health Centre**

The AGM will be held at Bentham Health Centre on 30<sup>th</sup> April at 7.00 all are welcome to attend.

During the last 12 months our activities include:-

Going into the surgeries and helping complete the annual patient survey with patients.

Helping to obtain signatures on the GP's petition concerning reduction of funding planned in surgeries.

Review of the Website

Discussion and notice boards to help reduce the Appointments not attended.

Suggesting how to collect patient details to enable more mobile phone reminders of appointments.

Call back to patients when the diary is not ready to receive their request for an appointment.

Slips from GPs re follow up appointment booking – who they need to see and when.

Privacy at reception and barriers.

Use of notice boards for communications and updates.

Synopsis of relevant minutes to local papers and village newsletters.

Comments and articles for What's up Doc surgery newsletter.

Ensuring outreach delivery services for prescriptions are to continue following GPO resite in Bentham.

Communication with MP re continuation of Rural Practice and Ambulance Services.

Dropped Kerb outside Bentham Health Centre and promise of one in Ingleton during March.

Disabled access and ramp at Bentham.

Hand disinfectant.