

TRINITY RIVERSIDE PRACTICE

**PATIENT INVOLVEMENT GROUP
WEDNESDAY, 21ST JANUARY 2015**

Present: Hazel Purvis, Practice Manager

Debbie Scott, Administrator

Neil Brown, Robert Black, Rowland Mizen, Peter Skevington, Joyce Robinson and June Talbot.

Apologies: Dr Mannikar and Peter Bennetts

1. Minutes of last meeting

Matters Arising

None

2. South Tyneside Patient Forum

Unfortunately, Peter sent his apologies for today's meeting therefore no update on the forum.

3. Patient Survey

Results of the patient survey from October were collated and discussed focusing on customer care. Sixty patients were surveyed, 98.33% of patients were satisfied with receptionists at the surgery and 98.33% of patients were satisfied overall with the surgery. One patient surveyed answered 'never' for all of the questions. This patient did not leave any comment or reasons why so the practice was unable to identify or improve on their dissatisfaction.

4. Group Priorities

All three group priorities had been carried out this year. The group were informed that the practice will be taken over on 1st April 2015 by Intrahealth. Hazel mentioned that Intrahealth would probably carry on with the patient involvement group and asked if they wished to remain part of the group. The entire group agreed they would like to continue except for Neil Brown who has decided to change GP surgery. He mentioned he will be looking for a GP closer to where he lives. After all the work carried out this year the group would like to think it would continue next year and are keen to meet with Intrahealth after April.

5. Members Issues

A lot of discussion took place around the takeover by Intrahealth. The members agreed that things would probably not change too much for patients in that they would always be able to have access to a GP regardless whether it is at Flagg Court or St Georges but were quite concerned about the staff. Hazel mentioned that all staff will be TUPED across with their terms and conditions, but things could change with staff in the future. The staff are meeting with Intrahealth at the end of January to discuss the takeover. Rowland Mizen commented that he hopes the amalgamation goes smoothly and hopes Intrahealth take the best interest of staff into consideration. He expressed that staff should be thanked for all their hard work. All members agreed.

6. AOB

The group wished Hazel luck in her new job and thanked her for being a good chair person. They also wished Debbie good luck in her new position as Health Care Assistant with Trinity Medical Centre.

