

	<p>she had experienced recent issues. There followed a discussion amongst members about their experiences of all local pharmacies.</p> <p>There was a discussion about the use of electronic prescribing particularly the value of it to the Practice and our patients. TM described the process and emphasised that there were still some minor issues, but that it was running far more smoothly than when we first implemented it.</p> <p>The item ended with positive support for Suzanne and the efforts she and her team had made to improve the service. She stated that she would be happy to attend any future meeting.</p> <p>2. Pride In Practice</p> <p>TM explained that the Practice had recently undergone training with the Lesbian, Gay, Bi Sexual and Transgender Foundation (LBGT) in an effort to ensure that the Practice was accessible to patients from that community.</p> <p>He said that following interviews and an inspection, he was very proud to announce that the Practice had received a Gold Standard Award. HBGP is the first Practice in Calderdale to have achieved this. We will be presented with a plaque in the next few weeks, along with an article in the local newspaper.</p>		
<p>Any Other Business</p>	<p>GH asked if anyone had lost a blue jacket at the last meeting. She will keep it safe until the owner is found.</p> <p>SW stated that there appeared to be no FFT leaflets at Luddendenfoot. TM explained that they were stocked on each site but at any given time there may be none as they will have been used. He will remind reception staff to replace them as soon as they run out. TM also reiterated that the survey was available via our website and soon on tablets in reception. (These are now in place)</p> <p>BA asked that the Practice consider a patient newsletter. TM thought this a good idea, that the group had considered before and suggested that the newsletter be edited and compiled by representatives from the group. He asked for volunteers.</p> <p>BA also asked that the Practice website be updated with more detail of each of our clinicians such as their special interests. There followed a discussion about the merits and value of this with some members expressing concern. TM said that he would discuss this with the Practice.</p> <p>BA also suggested that the new GPs might be asked to attend a future meeting. TM agreed.</p> <p>LM asked about the process for hearing aid repair. She gave a personal example where the service let her down. TM apologised for this and explained that patients should be advised when their hearing aid is repaired and ready for collection, rather than be expected to call the Practice repeatedly.</p> <p>JD gave an update from Calderdale Health Forum, which he, LM or</p>		

	BA attend on our behalf. He described an interesting presentation on prescriptions from Dr Taylor and another on the role of a GP on the Calderdale Commissioning Group.		
Date of Next Meeting	Monday 1st February 2016 Valley Medical Centre, Hebden Bridge 2 – 3.30		