**Kingswood Surgery Patient Group Meeting**

14th May 2018 @ 1.15pm

Attendees: Diana Wallis, Caroline Greaves, Sylvia Fox, Joan Glassford & Kate Kennady & Liz Walker

Apologies: Cliff Smith, Sue Alcock, Peter Waywell & Jeffrey Hodge

**Presentation by Carers Resource Harrogate**

Thank you to Alison from Carers Resource Harrogate who came and gave us an outline of this charity. To start with we were all surprised as, even those who had heard of Carers Resource before, were unaware that it was a charity funded by donations and grants.

Carers Resource take referrals from GPs, Social Care, District Nurses, Hospitals, Self-Referrals and Friends of those who need help. They are happy for people to drop-in to the office at North Park Road in Harrogate. They will go through things like; benefits, finance, respite care etc with the service user.

There are over 6 million carers in the UK, according to the last census. Many more go along unrecognised for what they do as they do not see themselves as a “Carer”. 1 in 10 adults in the UK is a Carer. 3 in 5 of us will be a Carer at some point in our life.

Carers Resource Harrogate is trying to raise awareness of carers in Harrogate. They do have a team of fundraisers. You can register online with them and receive a welcome package and regular newsletters.

One of the team is coming along to speak to the GPs and Nurses at the practice on 18th June.

**Agenda Items Carried Forward from Previous Meeting**

**Matters Arising – Waiting Times Audit**

Diana presented the waiting times audit and will send a summary round the group. One of the main points from the audit was the high, probably unrealistic, standards we set ourselves at the beginning as there were no existing standards in place. Liz has rearranged the clinics, previously the GPs started with 2 telephone calls; this could delay the start of the appointments. Telephone appointments are now spread throughout the clinics and can be used as “catch-ups”. It has also been advertised on the screen that, if required, patients can book a double appointment with the doctors. We will however carry out a further audit, based on the NHS standard of being kept informed if kept waiting more than 20 minutes, at a later date. Liz will put together the questions for this and 2 members of the group will attend the surgery to collect the information. Diana was keen that we use this audit as a springboard to move forward and not be forgotten. Everyone appreciated how much work Diana, and her husband, has put into this piece of work. **Action Liz**

**New Items**

**Constitution**

It was agreed that we should update our constitution to reflect what we are actually doing. Liz will update this and circulate as draft for agreement. **Action Liz**

**Spokesperson for the Group**

With not having an appointed “Chair” for the group, currently filled by Liz. It was agreed that different members could step up in different situations and be the spokesperson for the group eg if there was something relating to the Patient Partners Group either Joan or Peter would be the spokesperson, likewise if it related to any audits/surveys carried out by the group Diana would come forward as the spokesperson.

**Working with Other Groups**

It was agreed that we would be happy for other groups to join in with our meeting so that they could see how we run the group. Everyone was happy to help other groups. We also discussed how other groups currently run eg Virtual Groups conversing via email, some groups meeting once a year etc.

**Patient Choices**

Unfortunately we did not get to discuss this item, will carry forward to the next meeting.

**Any Other Business**

**Car Park –** It was agreed that the parking has improved with the installation of the cameras. Caroline suggested that we have a list for the car registrations beside the check-in screen as well as at the reception desk. Currently patients book in using the screen, and then have to queue up to give their registration. It was suggested that we put something in the next newsletter informing patients that they should give their registration numbers at reception.

**Reception –** It was raised that sometimes, when the receptionist is in the back office, and no-one on the reception desk, it is difficult to get the receptionists attention. A bell was suggested. Liz will look into this problem with the receptionists.

**Telephone System –** Kate asked if the phone system had changed as you only get told once that you are in a queue and it then reverts to ringing. Liz explained that we have had a new phone system since November but she has had difficult installing the software which it runs with due to problems with the IT department. Hopefully this will be resolved this week. When installed it will tell the caller the place in the queue and give the option to dial an extension eg “dial 1 for the secretary”.

**Date and Time of Next Meeting – 1st October @ 1.15pm**