**Kingswood Surgery Patient Group Meeting**

30th January 2023

Attendees: Jeffrey Hodge, Sylvia Fox, Kirsten Beck, Caroline Greaves, Joan Glassford, Sue Alcock & Kate Kennady & Liz Walker

Apologies:

**Increase in our numbers**

We have always tried to increase our numbers, trying to get a cross section of the practice population to join our group. As the practice has a large population of Polish patients, we have tried to encourage their participation. Suggestions include.

* Asking the GPs to recommend patients to join
  + Liz will ask the GPs to try to identify any suitable patients.
* More prominent signage in the practice – ask the Social Prescriber to advertise the group
  + Jenn has agreed to include our group as part of her current display
* Maildrop – text messages
  + Liz will obtain a random sample of patients to send text messages to, mentioning our group to encourage their participation
* Bring a friend
  + Each of the current members will think about friends who might be

**CQC – Last monitoring call**

Liz wanted to update the group on our last monitoring call from CQC. This took place at the beginning of December. This went well and the inspector, over zoom, was happy with what we have been doing. Our grading remains at "Good", as this cannot change with a monitoring call. If there were any concerns, a visit would have been arranged.

**Time to answer calls**

Jeffrey asked if our phone system was up to date and could redirect calls if required. He asked this because sometimes it takes so long to have a call answered. Liz explained the setup in reception, we have one receptionist answering calls, one on the front desk and when there are three receptionists on duty, he/she would work through tasks and pick up extra calls. The volume of calls has increased sevenfold throughout COVID and beyond. Our phone system can redirect calls, it is only 2 or 3 years old, but we still have only two or three receptionists picking up the calls.

**Practice opening under difficult circumstances**

Liz asked what everyone thought of the recent article in "The Stray Ferret". One of our local practices closed for the funeral of their practice manager who had served the practice 21 years. One of their patients was outraged at this closure. Liz wanted to know what the group felt our practice should do if they were in the same position. Everyone agreed it was a difficult situation and whilst they understood the staff would want to pay their respects, the wellbeing of their patients should have been taken into consideration. Liz explained that this closure wasn't taken lightly, they had to have the agreement of the Integrated Care Board (ICB), and the practice provided GPs to take any calls which required additional support. On the whole it was felt that the practice should remain open, maybe with reduced staffing.

**Any Other Business**

**Out of Area**

Jeffrey asked why you couldn't remain at the same practice when you move out of their defined area. Liz explained that, almost twenty years ago, the Primary Care Trusts had to make sure that the whole of our area, North Yorkshire, had access to a GP. Practices then all defined their areas to make sure it was all covered. These boundaries have remained even though the Out of Hours is covered centrally. Jeffrey is moving to Selby and therefore will be moving on. **Our meeting in March will be Jeffrey's last meeting.**

**Patient Partner Network**

Sylvia and Kate attended the last Patient Partners Network meeting, they will pass the information from this on to everyone.

**Date of next meeting Monday 20th March @ 1.30pm**

**Please send any agenda items to Liz before Friday 17th March.**