**Kingswood Patient Group**

Notes from meeting 28th January 2019.

Present: Joan Glassford, Sue Alcock & Liz Walker (Quorum not met)

**Waiting Times Audit**

We discussed the previous waiting times audit and thought that, if we were to carry out another, we would only audit the last 3 questions of the attached questionnaire.

**Reception Bell**

Liz discussed this with the receptionists who were not keen on having a bell on the reception desk. Joan pointed out that if the receptionists didn’t come straight away it was usually because they were busy.

**Recorded Message**

We have not had any further complaints about the recorded message. Liz explained that the reason we went down the route of press 1 for …… etc was to try and ease the volume of calls going through reception.

**Flu Clinics**

We didn’t collect much, selling tea and coffee, at the second flu clinic. Joan felt that this was due to the positioning of their table. Sue thought it was more to do with the fact that there were fewer patients at the second clinic and that there was the lady from the Carers’ Resource and the Pharmacist from the CCG talking about medicines waste. Liz thought that there were only around 50 patients at the second clinic.

**Future**

Liz mentioned briefly that the practice is starting to work closer with another 3 Harrogate practices, looking at sharing back office functions. This would mean that when a member of staff eg the secretary was off on annual leave, her workload could be picked up by a secretary from another practice. We are in the early stages of this. Liz also suggested that perhaps there could be a joint patient group.

We also discussed the future of the group. This will be for the whole group to decide at a future meeting. We thought a “virtual” group might be more suitable to some people, as we don’t have many members and have had difficulty in the past meeting a quorum, with perhaps a meeting once a year. Any other suggestions would be appreciated.

**Harrogate Homeless Project**

The practice has now contributed £1,069.43 to the Harrogate Homeless Project. Liz is trying to organise a photograph with a representative from the project and has contacted the Harrogate Advertiser to see if they would put something in the paper. Liz asked if Sue and Joan would like to be in the picture as representatives of Kingswood patients. If any other members of the group would like to join us we can arrange this.

**CCG Patient Partners update for the next meeting.**

**Next Meeting 25th March @ 1pm**