**Kingswood Surgery Patient Group Meeting**

11th December @ 1.15pm

Attendees: Diana Wallis, Sue Alcock, Joan Glassford, Patricia Staynes, Caroline Greaves, Sylvia Fox

Apologies: Kate Kennady, Peter Waywell & Cliff Smith

**Matters Arising**

MacMillan Coffee Morning – the practice ran two Saturday morning flu clinics raising an exceptional £601! Thanks to everyone who took part.

Medicines Waste – Liz contacted Well Pharmacy, next door, who was happy to collect the empty boxes of drugs returned for a week. Jonathan from the CCG prescribing team took the boxes away and was going to put a value to the returned drugs. To date Liz has not heard anything from the CCG. She will keep the group informed.

Car Park – The initial success of the new system appears to have “worn off”. Liz explained that the company running the system had in fact programmed a 3 hour “grace” period instead of 1 hour. This has now been corrected.

Waiting Times Audit – Diana presented the audit which was run for one week in August. We ran a small pilot audit in January and May this year. The returns for the August audit were very disappointing. Of 192 appointments only 23 patients returned their questionnaires, making this a small sample to base the returns on. There was a discussion on how we could improve the return; one suggestion was that members of the group attended the surgery and personally handed out the questionnaires, explaining to patients what and why we were doing this. We discussed the reasons for over-running and how the practice could avoid this. Liz explained that most of the time the over-run is because it is clinically necessary, when the doctors have to involve an outside agency eg social services or a hospital consultant, this can take up a lot of their time. Joan also pointed out that there used to be a sign saying that if you had more than one problem to discuss, you should make a longer appointment. *Liz will put a notice to this effect on the information screen.* It was agreed that if a clinic started late it was difficult to make up that time again. The reason for late starts again was down to the clinician prioritising their workload eg urgent calls. The audit also showed that the receptionists were not giving the patients the opportunity to rebook if their appointment was running late. Caroline suggested adding a message to the checking-in screen to this effect. *Liz has now added this.* Liz will also add a message to the information screen informing patients that sometimes the reason for running late is because the doctors are dealing with emergencies.

The audit will be discussed further at the next meeting.

Hearing Loop – It was suggested that a message be added to the information screen to let patients know we have a mobile hearing loop. *Liz will add this.*

**New Items**

Constitution of the Group – Liz circulated the Terms of Reference put together when the group was formed. It was agreed that the members should bring any comments/amendments to the next meeting.

**Any Other Business**

Away Day – Diana suggested the group having an away day, it was agreed that any matters to be discussed could be discussed at our regular meetings.

Wider Patient Meeting – Diana suggested having a meeting, with a specific topic eg Mental Health open to all patients of the practice.

GP attending the meeting – it was agreed that a GP should be invited to attend when the topics being discussed were relevant.

Extended Access – Liz gave a brief explanation of the new extended access appointments which were now available to book into. The Clinical Commissioning Group (CCG) have to provide access 8am to 8pm 7 days a week, for routine appointments. In our area this has been organised by Yorkshire Health Network (YHN) a group which includes membership of all the local practices. Liz explained that patients will be able to book, through our reception, into these extra clinics. Liz will put something together for Sue for the next newsletter, also listing the different way available of making appointments.

**Date and Time of Next Meeting – 26th March @ 1.15pm**