**Kingswood Surgery Patient Group Meeting**

1st October 2018 @ 1.15pm

Attendees: Caroline Greaves, Joan Glassford Jeffery Hodge, Sue Alcock & Kirsten Beck & Liz Walker

Apologies: Cliff Smith, Diana Wallis, Peter Waywell, Sylvia Fox & Kate Kennady

Everyone welcomed Kristen as a new member to the group.

**Stacey Stanton – Pharmacy Technician from HaRD CCG**

The group welcomed Stacey who had come to talk about medication waste. Stacey informed the group that there was around £1m per year wasted, in our area alone, on medications. This was mainly medications dispensed and then returned, unused, to the pharmacies. Stacey asked for help from the PPG when she goes out in public with her displays. She has already attended one of our flu clinics at the surgery, this went down well, and will be attending our two Saturday flu clinics in aid of MacMillan and Carers Resource. Stacey is also looking at promoting pharmacies for minor ailments and online access to ordering prescriptions and making appointments at GP surgeries.

We also discussed the reason GP practices are trying to move to 28 day prescriptions – again this was in an attempt to reduce waste.

Stacey encouraged everyone to check that they only have the items they have ordered before leaving the pharmacy as if they walk out the door it cannot be accepted back to be reused.

The group agreed to support any consultation on stopping obtaining Over the Counter (OTC) medications on prescription.

**1.0 Matters Arising**

**1.1 Waiting Times Audit**

As previously agreed, Liz has updated the previous questionnaire. Sue and Joan agreed to attend the surgery on a Monday morning to hand out the questionnaires in an attempt to obtain a better sample. They will also promote online booking of appointments at the same time. We realised that the targets set for the previous audit were unrealistic and therefore the expectation from this audit was mainly that patients were kept informed if the clinician was running late. We also hoped to find that the clinics started on time, although everyone accepted that the clinician could be called to deal with emergencies. It was accepted that the doctors had a lot to do in the 10 minute appointment but everyone also understood that if the appointments were increased to 15 minutes this would reduce the number available each day. Liz reminded everyone that patients could ask for a double appointment if they felt it necessary. Dr Armstrong also pointed out that when the doctor was on call this meant the doctor was also taking calls from other sources eg the hospital, paramedics etc

**1.2 Constitution**

Liz has updated this, and circulated at the meeting. The changes were reducing the quorate and the number of scheduled meetings per year.

**1.3 Car Park**

This has improved with the ANPR installation. There has been some “illegal” parking which the company deals with. Any patient, who has not given their registration number to reception and subsequently gets a ticket, can have the ticket cancelled by contacting the surgery. Their appointment will be checked on the system.

**1.4 Reception**

It was suggested that we have a bell to attract the attention of the receptionist when she was in the back office. Liz will ask the receptionists to be more aware of the front desk when they are both in the back.

**1.5 Telephone**

The system now asks patients to press 1 for appointments etc. We can alter this as necessary.

**2.0 New Items**

**2.1 Retirements from the group**

Unfortunately we have had two retirements from the group, Diana and Cliff. Diana is retiring from her “day job” in November and hoping to spend some quality time with her husband. Cliff is moving house to the Wetherby area. Everyone thanked both of them for their input into the group and wished them well.

**2.2 Recruitment**

The previous item leads on to this. We welcome Kristen to the group. Sue and Joan will try and encourage people to become involved when they attend the flu clinics in October and November.

**2.3 Newsletter**

Liz thanked Sue for producing the latest newsletter, which is still available in reception.

**3.0 Any other Business**

**3.1 Patient willing to talk to the group about improved health through diet**

A patient has contacted the practice re the above. Rather than come to talk to the group, it was suggested that she join. Liz will contact her.

**3.2 Recorded message on the phone system**

A member of the group, who was not able to be present, raised the fact that some of the older population were not happy with the recorded message. It was agreed that we would monitor any further complaints regarding this, those present were happy with the message.

**Date and Time of Next Meeting – 28th January 2019 @ 1.15pm**