**Kingswood Surgery Patient Group Meeting**

29th February 2016 @ 1pm

Attendees: Susan Alcock, Frances Senior, Peter Waywell, Clifford Smith, Frances Staniforth, Brian Staniforth, Caroline Greaves, Simone Ladha & Liz Walker

Apologies: Amelia Halliday, Steve White, Andrew Black & Dr Tinsley

**Introductions**

The meeting was opened with brief introductions. Andrew Black would like to remain on the group but be a “virtual” member. Mrs Terry is unable to continue as part of the group.

**Matters Arising**

Minutes from previous meeting were agreed – to be published on the website and displayed on the notice board.

Fran met up with Maggie Peat, Lead Nurse in Research, and it was agreed that we would not take part of the research group as we are such a new group.

Fran has contacted the Chair of the Patient Group from Eastgate Surgery in Knaresborough, she has circulated her notes from that meeting. Eastgate have 300 “virtual” members.

**Composition of the Group**

Liz contacted all the local secondary schools, Amelia has come forward from Rossett School, unfortunately she was unable to attend today.

**Main Agenda Items**

1. **CQC Report – Initial Brief Discussion**

It was agreed that the published report was very harshly written. The group discussed ways of how we could help any follow up visit.

1. **Update of Online Medical Records**

The practice will provide patients, on request, access to their detailed coded information. Fran asked when the full record would be made available. Liz will try and find out this information from NHS England. Liz explained that parents could apply for proxy access to their children’s records up until they were 11 years old. There is no access for children between the age of 11 and 16 unless there are special circumstances (this is BMA guidance). From 16 onwards the patient would have their own access. Liz is making the online registration process part of the new patient registration, whilst the patient is at the surgery with their identity.

1. **Practical Initiatives for Aims and Objectives**

Patient Survey – We discussed setting up a “virtual” survey group. Liz/Susan will put together a handout for patients attending the surgery asking them to be part of this group. We could then survey the group for feedback and suggestions. We also discussed using other forms of media eg Facebook and Twitter. **Action Susan/Liz**

Waiting Area – It was felt that this was very clinical and unwelcoming. The members of the group are going to go round other practices in the area to see if they can come up with ideas on how to improve our reception area. The children’s seating area has nothing to occupy them whilst they are waiting, it was agreed we should have perhaps some colouring books and crayons or pencils for the children. Liz explained we do not have toys because of the infection control risk. Leaflets – there are too many leaflets, perhaps if they were arranged under specialities it would make them more user friendly. Could we provide water in the waiting area for patients? Liz will look into this. We also discussed displaying artwork from the local primary school in the waiting area, if we had a competition inviting the children to draw a picture about eg “What does your doctor do?” **Action All**

Notice Board – It would be useful to have profiles of the GPs and staff at the surgery displayed, with their photographs. Liz will ask the everyone to write a short profile for this to include their specialities – this would help patients make an informed decision on who they make an appointment with. **Action Liz**

Newsletter – Susan is going to start the draft of a newsletter, this could in future have an interview with one of the GPs. It was also agreed that an explanation of the Duty Doctor system would be useful to be included in the newsletter. The first newsletter could include the history of the Patient Group, what are our aims and what are the pressures the practice is under. **Action Susan**

Website – It was agreed that this was not good, it is cluttered.

1. **Future Agenda Items**

Next meeting the group will spend the beginning of the meeting in the waiting area, looking at practical ways of making it more welcoming.

1. **Any Other Business**

Frances welcomed the repositioning of the patient check-in screen.

1. **Date and Time of Next Meeting – 18.4.16 @ 1pm**