**Kingswood Surgery Patient Group Meeting**

11th July 2016 @ 1pm

Attendees: Susan Alcock, Peter Waywell, Joan Glassford, Diana Wallis, Patricia Staynes & Liz Walker

Apologies: Caroline Greaves, Kate Kennady & Cliff Smith

**Introductions**

The group welcomed Joan, Diana & Patricia as new members to the group. Since the last meeting Anne has decided to resign from the group. The meeting was then opened with brief introductions.

**Matters Arising**

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

**Newsletter**

Sue is starting to prepare the next newsletter. Some of the items to be included will be; 1. A paragraph on Dr Kirby, 2. An introduction to Dr Brook’s replacement, 3. The change to the appointment system, 4. Directing everyone to the noticeboard and about flu jabs.

**Practice Logo**

Unfortunately we have not had any responses to the “Design a Logo” competition in the last newsletter. Diana suggested contacting the art department at Harrogate College. Everyone agreed that this was a great idea. Diana will make contact with them. If they are not interested in Sue will contact St Aiden’s school. **Action Diana**

**Children’s Pictures**

Sue dropped off the children’s artwork for the waiting area. It was agreed that they should all be displayed on rotation. Sue will draft a letter of thanks to the headmistress. **Action Sue**

**Staff Pictures**

Liz has had the photographs taken and now waiting on them being printed. She will mount them between the two notice boards in the main waiting area. **Action Liz**

**10th Anniversary**

Liz asked if the group wanted to mark this occasion in any way. It was agreed that it was more for the Practice than this group. Diana suggested putting a “memory” book in reception for patients to write in, with perhaps a potted history of the Practice. Liz has some photographs of the previous two surgeries and this building when we moved in, she will arrange the pictures near the book. Everyone agreed that this was a good idea. Liz will arrange this. **Action Liz**

**Appointment System**

The Practice started a new appointment system last week, 4th July. The new system shares out the Duty Doctor responsibility enabling us to offer extra appointments each day. It was agreed that the group would survey the patients around Christmas to see how they felt it was going.

**TV Screen/Water Cooler/Clock**

Liz has not heard anything back from the company who were offering a screen. Liz was going to look into the cost of having a TV provided by the Practice. She will also look in to the costing of a watercooler for the waiting area. It was agreed that if we did have a TV screen, there would be no need for a clock as the time would likely be on the screen. **Action Liz**

**Colouring Books**

Liz will purchase a number of colouring books to occupy the children whilst they are waiting.

**Action Liz**

**Main Agenda Items**

**Future of the Group**

It was agreed that, now we are more established, we should meet every three months. We can keep contact via email between meetings.

**Any Other Business**

**Website**

Peter has had a look at the website and has noticed an improvement. He did suggest updating the news section, especially if there is only old news on there.

**CQC**

The group asked for an update on what the Practice has done following the report being published. Liz said that all the issues had been addressed. Peter suggested publishing what has been done on the website and putting it on the notice board beside the report summary.

**Practice Profile**

Everyone agreed that the Practice does a lot of good but is not good at advertising this. For example the “Bake Off”. We will look, in future, to advertising such activities before and after the event.

**Date and Time of Next Meeting –10th October @ 1pm**