**Kingswood Surgery Patient Group Meeting**

11th March 2019

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

Apologies: Sylvia

Everyone welcomed Anne as a new member to the group.

**1.0 Matters Arising**

**1.1 Waiting Times Audit**

Liz will email a copy of the latest questionnaire for agreement before Joan and Anne come to the surgery on a Monday to survey the patients. Liz will look into the possibility of having an alert, for the receptionist, when the GP is running more than 20 minutes late. The group does appreciate the difficulty for the receptionists to keep on top of this when they are so busy.

**2.0 New Items**

**2.1 Recorded message on the phone system**

The group feels that the recorded message is too long and asked why we needed to have the dentist mentioned. Liz explained that the receptionists have been inundated with calls for the dentist, in the same building but not connected, and that the hope was this would cut down the calls. Liz will see if the message can be shortened in any way.

**2.2 Quorum**

It was agreed that we would keep the quorum set at 4 members, meeting quarterly. We discussed the possibility of having a “virtual” group due to the difficulty we have had recently in meeting the quorate. Everyone agreed that it would be better to keep our meetings as face-to-face. Jeffery asked about the split males to females in the practice population, as he felt it strange he was the only male on the group. Joan and Sue explained the difficulty we have had recruiting any members. *(The split is actually 3458 males to 3264 females.)*

**2.3 Future Flu Clinics**

Joan was disappointed with the response we had in the flu clinic held in support of the Carers Resource. It was felt that the lack of numbers attending this clinic could have been down to the Christmas Market also being on in town the same day. Next year we will try to avoid this. The drop in sales of tea and coffee could have also been down to the fact there was so much going on, we had someone from the CCG talking to patients about medicines waste as well as a representative from the Carers Resource. Next year we will try to limit it to one person attending. Joan felt that the table for the tea and coffee could be better located, we will look at this for the next flu clinic.

**3.0 Any other Business**

**3.1 Loneliness**

Jeffrey asked if there was something we as a practice, and patient group, could do to support the lonely. Caroline mentioned that she has had a pack from her local community centre which she will pass round. It was agreed that we would all keep our eyes open to see what is available around town and then try to promote these for patients who may be lonely. Jeffrey suggested having a coffee morning, it was agreed that we should see what is already available first.

*(Following this discussion, Liz spoke to the Community Leader from Harrogate Town Football Club. They would be interested in supporting us with any projects on loneliness. Currently the have a walking group and are starting a beginners running club. Liz has the contact there for future reference.)*

**3.2 CCG Meetings**

Joan asked if Anne could attend these meeting with her. There were no objections to this.

**Date and Time of Next Meeting – 3rd June 2019 @ 1pm**