**Kingswood Surgery Patient Group Meetin**

9thJanuary 2017 @ 1.15pm

Attendees: Diana Wallis, Caroline Greaves, Cliff Smith, Patricia Staynes & Liz Walker

Apologies: Sylvia Fox & Kate Kennady

**Matters Arising**

Practice Logo – Henshaw’s college have agreed for the students to design a logo for the practice. Liz was in touch with them following our last meeting and again after Christmas. She will keep everyone up to date with any news.

Information Screen – This has been a hit with the patients.

Anniversary Book – Unfortunately Liz only received one entry for the book. It was agreed that we have probably gone past the time for this being relevant.

Waiting Line – Liz had discussed this with the receptionists who felt that people would not stand behind any line to give other patients some privacy. It was agreed that we should, however, trial it for a month.

Advertise the Interview Room – Diana suggested putting a sign up behind the reception desk to let patients know that the interview room is available for private discussions with the receptionist.

Appointment System – It was generally felt that there had been an improvement with the appointment system.

Staff Pictures – It was agreed that the new picture of Dr Bhagyam is a much better likeness, showing more of her personality rather than the previous passport picture.

Audit of Waiting Times – Diana has offered to carry out a manual survey of patients and their waiting times. She will email something to Liz for printing etc.

Mobile Hearing Loop – Liz will see if the existing loop, held in reception, can be easily moved around.

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

**Main Agenda Items**

**Feedback from CCG Workshop**

Unfortunately Peter was not at the meeting today, hopefully he will be able to feedback to the group about the workshop at the next meeting.

**Any Other Business**

We had a discussion regarding the notice behind the reception desk. Liz told everyone that since putting the sign up saying the reception desk is covered by CCTV cameras (which it is), there has been a reduction of abusive behaviour towards the receptionists. Patricia asked about the process of dealing with patients who behave this way. The Practice has a zero tolerance to any abusive behaviour. Any person behaving in this manner receives a letter from Dr Tinsley, explaining that if this type of behaviour continues they will be removed from our list. Patricia felt that this was just shifting the problem to another practice and that these patients should perhaps be counselled, perhaps by our in-house counsellor. We had a general discussion around this and the feasibility of it. The counsellor comes under the NHS and has a waiting list of patients from all over Harrogate so it is unlikely that she would have the capacity. It was suggested that following the letter that this was followed up with a discussion with one of the GPs, to see if there was an underlying cause for this behaviour. Liz will bring this up at the Partners’ meeting.

Appointment Defaulters – Liz told the group that one of the items she has added to the information screen is the number of patients who did not keep their appointments. In December there were 98 patients who missed their appointment which equated to over 22 hour of clinician time.

Conversations from the back reception, between receptionists, can sometimes be overheard when patients are waiting at the desk. Liz will make the receptionists aware of this and see if there is anything which can be done.

NAPP Bulletin – Diana asked if the Practice had any priorities with regards to the items set out in the last NAPP bulletin. Diana will go through the bulletin and highlight a few of the items which could be of benefit to the Practice; she will pass these to Liz.

Access to the surgery for assistance dogs – Cliff asked if the Practice would allow assistance dogs, in training, access to the surgery. It was agreed that the Practice should support this. Liz will make all staff aware of this.

Minority Groups – Diana asked how we have tried to encourage other ethnic groups to join the Patient Group. Liz explained that the notices are usually translated into Polish, the main ethnic group. When the group first started up Dr Brook suggested contacting a number of Polish patients to join us. We did this, with a letter in Polish, but unfortunately we have not had any response. Diana will try and make contact with them through the local church to see if she can encourage them to join us.

**Date and Time of Next Meeting – 27th March @ 1.15pm**