**Kingswood Surgery Patient Group Meeting**

10th October 2016 @ 1pm

Attendees: Susan Alcock, Joan Glassford, Diana Wallis, Caroline Greaves, Kate Kennady, Irene Askwith, Sylvia Fox, Cliff Smith & Liz Walker

Apologies: Patricia Staynes & Peter Waywell

**Welcome to Michaela Ryder from MacMillan Cancer**

Michaela gave the group a brief introduction to her role in MacMillan Cancer. She is responsible locally for fundraising. Michaela has provided us with resources to promote or upcoming fundraising events. These will be held on Saturday 15th & 29th October. Some members of staff along with members of the patient group will be hosting a “MacMillan Flu” morning. The practice will be offering flu jabs to eligible patients whilst selling tea, coffee and cakes in aid of this worthy charity.

**Matters Arising**

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

**Newsletter**

Sue has produced the second newsletter for the group. A few slight amendments were suggested before this was printed and distributed to patients. Liz will email this to all the patients we have email addresses for. Thanks Sue.

**Practice Logo**

This was discussed again at a recent meeting with the Partners. Dr Tinsley suggested contacting Henshaw’s College as the practice has a relationship with them already. It was agreed that this was a good idea.

*(Liz has contacted Henshaw’s; they are delighted to be able to help the Practice by designing a logo. Liz will email the group when she gets something back from them.)*

**Staff Pictures**

Everyone agreed that the pictures have been a good idea. It was suggested that we get another picture from Dr Bhagyam as the picture displayed is not a good likeness off her. **Action Liz**

**10th Anniversary**

The current newsletter has a request for items to go in an anniversary book. Liz will purchase a book to suit the submissions. **Action Liz**

**Appointment System**

Liz reported back that the new system appears to be working well; in fact there were many free appointments available for this morning. Under the new system there is not a Duty Doctor as such. This means that we have an extra doctor available to see patients each day. The telephone appointments are shared out between all the doctors. The Practice is aware that this system may have to be tweaked during the winter months.

Diana suggested that, since CQC picked up that some patients were waiting an excessive length of time when they came for an appointment, we audit our waiting times. Caroline’s friend is a Practice Manager at another practice; she will ask how to pull a report off the clinical system.

*Liz carried out an audit on the waiting time but the figures produced also included the telephone calls which are included in the report, there was no easy way of extracting them. Liz will try to manipulate them using Excel.*

**Information Screen**

This is being installed on Wednesday. Information about, for example, this group, flu clinics, surveys etc will be displayed on the screen. It will take the form of a PowerPoint and be on a loop of 20 – 30 minutes. We are hoping that the time can also be displayed on this screen. Liz will put a message on the screen asking for patients to contact her if they have any questions they would like the group to raise.

**Children’s Corner**

This has been a big hit with the children using the surgery. One of the receptionists makes sure that it is always topped up with pencils and pictures.

**Main Agenda Items**

**Feedback from CCG Workshop**

Unfortunately Peter had work commitments today, he will feedback to the group about the workshop.

**Any Other Business**

It was suggested that patients having their flu jab receive more information regarding the possible side effects. Liz will arrange for some leaflets.

Liz will have a confidentiality notice put on the interview room door. It was suggested that we have a line at the reception desk for people to stand behind, allowing the patient talking to the reception to have some privacy. Liz will look into this.

It was suggested that, when displaying the Friends and Family Test results, we counteract any negatives with what we have done to stop this happening again. Liz will arrange this for next month.

A mobile hearing loop was suggested for the doctors’ rooms, Liz will look in to the cost of this but reminded everyone we do have a loop in the reception area.

**Date and Time of Next Meeting – 9th January @ 1.15pm**

**Apologies in advance from; Cliff & Sylvia**