**Kingswood Surgery Patient Group Meeting**

31st January 2022

Attendees: Caroline Greaves, Joan Glassford, Sylvia Fox, Sue Alcock & Kirsten Beck & Liz Walker

Apologies:

**Introducing our Social Prescriber Jenn Miles**

Jenn gave the group a brief resume of her role at the practice. Jenn works across two practices, Kingswood, and Leeds Road. She is a resource for the practice to use, she supports patients and can refer and signpost to local community assets. She will reach out to many different types of people for example, the lonely, carers who are struggling, people who are struggling financially and much more.

This was really useful as the group weren't aware that Jenn was at the surgery.

We then had a good catch-up as we had not met in person since March 2019. Everyone agreed it was good to be almost back to "normal".

We didn't have an agenda for this first return meeting. Liz gave an update of what that practice has been up to during the pandemic. We have had a change in staff, Liz informed the group that Dr Emms had left and that we were awaiting Dr Mayfield starting in March.

**1.0 Getting back to "almost" normal**

Liz informed the group that the surgery was trying to get back to some normality and reinstate the appointment system as it was before the pandemic. There would have to be some changes, but the surgery was hoping to reopen the online booking of appointments. This idea was welcomed by the group.

One of the group asked if the GPs were trained in what they say to patients in the consulting rooms as they were asked "What do you want me to do?" which they found not to be useful. Liz wasn't aware of GPs being told what to say, they are trained in consulting techniques.

**2.0 Feedback from CCG Patient Group Meetings**

Sylvia has been attending all of the CCG Patient Partner Network meetings. The latest one included a presentation on "Return Recycle Reuse" from MEDeQUIP. This company is trying to encourage people to return any equipment they no longer use eg walking sticks, crutches, commodes etc. Sylvia pointed out where the "amnesty" bins were located.

There was also a presentation on Integrated Care Systems (ICSs). This will integrate all of Humber & North Yorkshire including East Riding of Yorkshire, City of Kingston upon Hull, North East Lincolnshire, North Lincolnshire, North Yorkshire and the City of York. It wasn't clear from the presentation what they were actually going to be doing apart from merging into this huge area. We all agreed that Harrogate will be a small voice in such a large area. We look forward to hearing more.

Thank you Sylvia for giving up your time to take part in these meetings, and for keeping us informed.

**Date and Time of Next Meeting – 25th April @ 12.30**