**Kingswood Surgery Patient Group Meeting**

25th April 2016 @ 1pm

Attendees: Susan Alcock, Frances Senior, Clifford Smith, Frances Staniforth, Brian Staniforth, Caroline Greaves, Anne Veart & Liz Walker

Apologies: Peter Waywell, Helen Askwith & Dr Tinsley

**Introductions**

The group welcomed Anne as a new member to the group. Liz has also had interest in joining from Helen who unfortunately could not attend this meeting. Since the last meeting Simone and Ivor are unable to continue as part of 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.

Fran has decided to resign as Chair of the group, she is however happy to help out with any events the group may organise in the future. Everyone present thanked Fran for all her help with setting the group up. The members present were asked if they would be interested in taking on this role. As no-one came forward Liz has agreed to set the agenda for future meetings.

Sue has produced a draft newsletter, which she circulated before the meeting. Liz has filled in a few of the gaps regarding the practice. Anne suggested adding a line at the end asking for comments/suggestions. Sue will amend the newsletter and Liz will arrange for it to be printed and distributed to patients in the surgery and by email, this will also be included in the new patient pack.

Notice Board – Liz will arrange for photographs of the Practice team with a brief profile. **Action Liz**

**Main Agenda Items**

1. **Reception**

As decided at the last meeting, the group would look at ways of making the reception area more welcoming.

* It was agreed that a TV screen would be useful; this would give a focal point for patients waiting to be called in to their appointment. Liz explained that she had applied for an information screen last week and is waiting to hear back from them. She had also applied for one last year but this application had been rejected.
* Sue has arranged for each year group at the local primary school to take part in an art competition “What does your doctor do?” We will display the winning pictures around the children’s area in the waiting room.
* Brian and Frances brought some colouring in sheets for children, it was agreed that these would be useful to amuse the children whilst they were waiting.
* Caroline knows of a company, who provides toys for play in schools; she will contact them to see if they would be willing to provide anything for our waiting area. It was suggested that maybe a wall mounted magnetic toy would be useful or one of the beaded toys.
* Sue went to another surgery in Harrogate to see if there were any ideas we could use here. One of the Mowbray Square practices advertises their PPG as a “virtual” group who meets once a year. This practice did have a children’s area with toys and a TV screen which displayed useful information on health matters. It also gave waiting patients information about the practice.
* Fran suggested a clock for the waiting area.
* Brian suggested we have a water cooler for patients.

1. **Planning for “June Week”**

This was originally discussed with a view to increasing the group’s visibility within the practice. It was agreed that we probably wouldn’t need to do this with the distribution of the newsletter.

1. **Website**

For next meeting – Peter was looking at possible ways of improving the website.

1. **Any Other Business**

Liz informed the group that August will be the 10th anniversary of the practice occupying this building. *Amended – Would the group like to mark this milestone in any way?*

Liz also informed the group that the Landlord was willing to re-look at the lack of advertising of the Practice on the building. The Partners are also looking at “re-branding”, perhaps with a Practice logo, again they would welcome any input from the group.

The group would like to discuss the appointment’s system at the next meeting and would appreciate the input from one of the Partners. Fran has noted that it has been more difficult since Easter to book a routine appointment. Liz stated that there has not been any changes made to the system since then to cause this change.

It was agreed that we should discuss the future of this group at the next meeting. Do we want it to continue as a virtual group?

1. **Date and Time of Next Meeting – 11.7.16 @ 1pm**