**Kingswood Surgery Patient Group Meeting**

19th June @ 1.15pm

Attendees: Diana Wallis, , Cliff Smith, Kate Kennady, Sue Alcock, Joan Glassford, Patricia Staynes

& Liz Walker

Apologies: Caroline Greaves, Peter Waywell

**Matters Arising**

Practice Logo – Everyone agreed that the new practice logo looked good. Liz has asked the company to provide us with a mock-up. She will circulate this when she gets it.

*Liz has been in touch with the company following the meeting. They will not be able to provide a 3D mock-up but will show how the signs will look on the wall and on the boards at the front.*

Waiting Times Audit – Diana and Liz have run two pilot audits on waiting times. We will look at doing this again in August for one week. Diana’s husband, Chris, has helped us out with the manipulation and analysis of the data. It was agreed that he should be an ex officio of the group. Diana will feed back the results of the audit at the next meeting.

Hearing Loop – This has still to be tested out with a member of staff. Liz has put signs up in the reception area to make everyone aware of its existence.

Minority Groups – It was agreed that we appear to have exhausted our efforts trying to get representation from our Eastern European community on the group. One of the doctors asked one of our teenagers if she was interested, she has yet to contact Liz. Kate mentioned that CQC suggested having a Learning Disability patient on the group. Liz will look into this as we may also be able to have a carer join at the same time.

Phlebotomy – Liz explained that the hospital and Sainsburys were not to be used for routine patient bloods. We have extended our Health Care Assistant appointments to absorb the extra appointments. This is being monitored.

Results Line – Liz had hoped that we would have changed the way we give out results, due to the CQC visit this has been put back. Liz is hoping to have the new system up and running by the end of the month. Receptionists have been trained to give out the results, if patients want a more detailed explanation they can be put on either the doctor or nurse’s list for a call back. The receptionists will not be giving our abnormal results. Patients will be able to ring after 10.30 for results, so not limited to an hour in the afternoon. Liz will advertise this on the information screen, the nurses and Health Care Assistant will inform patients when they take bloods.

**Main Agenda Items**

Statins – Diana asked about the letter which was sent to patients regarding patients who may require to be on a statin drug. Liz had not seen the letter but will check out the wording.

*Liz agrees that the wording of this letter could have been put across better. This was a one off mail drop for these patients but she will ask the administrator to put any future letters past her first.*

Blood Pressure Machines – Diana asked how many blood pressure and ECG machines we have at the surgery. Liz explained we have 12 x BP machines, 1 x 24 hour BP and 1 x 24 hour ECG machine which we lend out. Our HCA does have a waiting list for patients to have these machines but as far as she was concerned it wasn’t a long wait.

*Liz checked and there is a short waiting list for the 24 hour machines but no waiting list for the normal BP machines.*

**Any Other Business**

Car Parking – Liz had contacted the group via email for input into a suggested car parking system. This system used Automatic Number Plate Recognition. The registration plate is captured on entry into the car park, patient then enters their number on to a computer and they exit freely. Anyone parked illegally, and has not visited the surgery, will be fined. Liz is hopeful that this system will be up and running in the next 2-3 weeks. Everyone agreed that this appeared to be a good system.

Feedback from CQC visit – Liz gave a brief feedback from the visit last week (14th June). The visit appeared to go well with lots of positives. They felt that we had a caring group of staff and a cohesive team which was non-hierarchical. They liked our recall and appointment systems. They said we had an excellent nursing team and our infection control was very good. They were also impressed with the relationship between the practice and our patient group. They did highlight a few areas where we could improve which the practice has taken on board.

GP to attend meeting – It was felt that it would be useful if one of the GPs could attend one of our meetings. Liz will arrange this.

Constitution of the group – It was agreed that we should re-look at what we have in place regarding the constitution of the group.

Disabled toilet – Diana mentioned that the bar in the reception disabled toilet appears to be fixed to the wall.  *Liz checked this, the bar does come down but you have to lift it slightly then pull it down.*

Parental access to records for children – Liz explained that we have followed the advice from the BMA with regards to this. See below text from our information screen regarding this;

*The practice does not offer online services to patients aged between 11-15yrs. NHS England recommend that the practice adopts a very cautious approach to allowing parents’ access to their child's medical record once the child reaches 11.*

*Children vary in the age at which they are able to make an independent and informed decision about who should have access to their record. We have decided to adopt the most practical approach and withdraw parents’ access as soon as the child reaches 11 unless there are exceptional circumstances.*

*The practice recognises that in exceptional circumstances it may be a requirement for a parent/carer to have proxy access to a child's record after the age of 11. Each case will be assessed on an individual basis by a GP.*

*On the young person’s 16th birthday the clinical system will switch off all the remaining proxy access except where the young person is competent and has given explicit consent to the access. A young person may decide at a point, once they are mature enough to act autonomously, to request access themselves.*

**Date and Time of Next Meeting – 25th September @ 1.15pm**