**Kingswood Surgery Patient Group Meeting**

25th September 2023 @ 2pm

Attendees: Sylvia Fox, Joan Glassford, Kate Kennady & Laura Elliott & Liz Walker

Apologies: Kirsten Beck, Caroline Greaves, Jeffrey Hodge, Sue Alcock

We welcomed new member Laura to our group.

**Increase in our numbers**

We all felt that we had tried everything possible to try and increase our numbers. We will keep trying.

**COVID Booster Update**

Liz gave a quick update on what was happening with the booster campaign. Kingswood, part of the Heart of Harrogate Primary Care Network (PCN), will only be administering COVID vaccinations to their housebound and care home patients. Liz explained the confusion over the supply of the vaccines and the reasoning behind our decision only to provide the vaccination to this group of patients. Notifications are currently being sent out to all patients in the at risk groups to book their appointment.

**Patient Partner Network**

Kate & Sylvia gave feedback from the communications they have had. They are trying to start an Integrated Care Board (ICB) group. We all agreed that the size of the area covered in the ICB (Humber & North Yorkshire) would make this less personal and probably not be fitting to the needs of our population. Kate will take part in the next meeting and feed back to us.

**Healthwatch North Yorkshire Webinar 16.10.23**

Sylvia and Kate had received the invite to this webinar for further distribution. Laura was interested and will try to log on and then feedback to the group. Liz explained that Healthwatch collect patient experiences regarding NHS services. They them feed this back to the services, the feedback we have had for Kingswood has only been positive.

**Practice Website/Social Media**

Liz asked if anyone had any interest in helping with this. We all agreed we would probably need a young "social savvy" member to help with this. Liz also asked if the group could have a look at our website to see if they could come up with any suggestions to improve it.

**Any Other Business**

**Online appointments**

Laura asked if patients were going to be able to book their appointments online as this was something she had signed up for. Liz explained the change the practice has had to undergo to make the appointments meet the criteria for the collection system GPAD (General Practice Appointment Data). We are currently working towards releasing appointments, the difficulty being our GP appointments are Face to face or telephone and there is no way of indicating which is booked. Liz also explained the difficulty with online booking of nurse appointments. Some nurse appointments are 30/45 minutes and if patients booked something into a 10 minute appointment it would cause problems. We are working on a solution. Liz will give an update at our next meeting.

**Update**

It was agreed that an update from Liz on what is new and what has changed at the practice would be useful at the start of each meeting. Liz will make it a standing agenda item.

**Date of next meeting Monday 4th December @ 2pm (Liz will bring mince pies)**

**Please send any agenda items to Liz before Friday 24th November**