

WOLSTON SURGERY – PATIENT REFERENCE GROUP

Notes of meeting held at Wolston Surgery – 20th June 2016

1) **Present:**

Helen Simmonds (Chair), Bob Grainger (Scribe), Penny Curzons, John Church, Dr A Ducharme, Rachel Sheasby.

2) **Apologies:**

None received.

Helen Simmonds, as Chair, welcomed all to the second meeting of the Wolston Surgery Patient Reference Group (PRG) and briefly brought us all up to date by a review and short discussion of the Notes of the previous PRG meeting in March 2015. In particular, for the benefit of new members, Helen recapped on the ground rules that the PRG had agreed to adopt:

- This meeting is not a forum for individual complaints and single issues;
- We advocate open and honest communication and challenge between individuals;
- We will be flexible, listen, ask for help and support each other;
- We will demonstrate a commitment to delivering results, as a group;
- Silence indicates agreement – speak up, but always go through the chair;
- All views are valid and will be listened to;
- No phones or other disruptions;
- We will start and finish on time and stick to the agenda.

3) **Friends and Family**

The practice has introduced new 'Friends and Family' forms, with a reasonably successful uptake of about 100 uses;

There has been a recent thread on the 'Wolston Village' Facebook page which, over multiple comments, was overwhelmingly positive about the quality of care offered and the availability of same day appointments;

It was noted that Wolston, having been a 'Training Practice' for many years, benefitted greatly from many new ideas brought in by younger high quality Registrars undertaking the GP element of their professional development.

4) **Healthwatch**

Healthwatch is the new independent consumer organisation set up to give Warwickshire residents a voice to help them get the best out of their local health and social care system. Healthwatch enables users of health services to share views and concerns to help build up a picture of where services are doing well and where they may need to be improved. See: <http://www.healthwatchwarwickshire.co.uk/>

Topics discussed related to this included: Noted that Healthwatch is strictly non-clinical, Car parking, Telephone access and also need to publicise availability of online 'Patient Access' which, for registered patients, offers ability to book appointments, renew prescriptions and view patient medical history.

5) **Care Quality Commission (CQC)**

Wolston Surgery has not yet been audited by the CQC but is confident that if an audit were to take place (normally only 24 hours notice is given) that principal aspects such as patient safety, infection control, patient satisfaction would achieve the expected standards.

6) **Notice Boards**

It was acknowledged that the notice boards in the waiting rooms still remained poorly organised with confusing displays of information. Penny Curzons volunteered to tidy up the boards and work out a better system for display of information.

7) **Tidying Up Outside the Front**

This was briefly discussed but no clear action agreed.

Next meeting to be arranged, probably in early November 2016