

Wolston Surgery
Patient Reference Group Meeting
2 pm, 16th September 2019

Present: Rachel Sheasby-Russell (Practice Manager), Dr K Atkins, John Harris (Chair), John Church, Bob Grainger (meeting notes).

1. **Apologies:** Penny Curzons, Helen Simmonds.
2. **Previous Meeting Notes:** None available. An interim meeting regarding the work on the extension had taken place earlier in the year but this was informal and no notes were recorded.
3. **Building Extension and Improvements:** The work is complete, with the exception of a few items still on the snag list. The initial objectives of the extension to create improved and enlarged working areas and more consulting rooms have been achieved, and the new layout works well. Current staffing is 3 Registrars, 2 GPs, a practice nurse and support (reception and dispensary) staff.
4. **Path to pharmacy:** The kerb still represents significant trip hazard and needs some remedial work. Partners to consider not requiring patients to attend the pharmacy for prescription reviews, etc..
5. **Notice boards:** The new notice boards have now been populated and assigned function (Community, Public Health, Surgery) but require regular refresh. Suggested to sway the Community board with one of the Public Health boards because of better location. John H offered to assist to update and maintain the boards:
6. **Convex mirror on approach drive.** The mirror has been delivered and now waits installation.
7. **Announcements – poor audio quality:** An ongoing problem with no known solution. Some voices are too faint to be heard and others have too much white noise and are unintelligible. Further attempts will be made to improve the system. See item 8;
8. **'Next Patient' display screen.** Installation of a 'next patient' screen is under consideration, to supplement the audio announcements. Subject to availability of funding and IT integration.
9. **Blood pressure machine.** Now fully functional but with a confusing menu. The machine serves a valuable purpose but the screen logic needs review and improvement.
10. **Patient Access:** The surgery has decided to temporarily restrict patients full access to their medical records, as it is currently possible for patients to log into the system and see recently added medical information (e.g. letters from a consultant) prior to review by a GP. The PRG unanimously supported this action and were disappointed that the Patient Access software contained this apparent programming error. Access to make appointments and renew prescriptions is not affected.
11. **Signs:** New external surgery signs in hand and being progressed by the Practice Manager. Internal signage is up to date.
12. **Social Prescribing:** Partners are still keen to move this forward with the hope to implement at a local Wolston level rather than being based out of Connect Well in Rugby. Aspiration is to have a 'Social Prescriber' available in the surgery on a regular basis for a couple of hours every week. The PRG was very supportive of this move.
13. **Car park:** There is still an aspiration to improve the car park with more spaces, including a space for 'Blue Badge' holders. Funding will be an issue and RG agreed to help to try to find any grant support.
14. **Odd job man:** The practice needs to appoint somebody to undertake minor maintenance to the property. It was suggested to advertise on the village Facebook page, in the Avon Grapevine, on the surgery notice boards and on the village website.
15. **AOB:**
 - a) **New staff:** Kinga, the surgery Health Care Assistant, has moved to another practice and a new part time HCA has been appointed. The two part time Practice Nurses remain.
 - b) **Patient leaflet:** No progress. Dr K Atkins agreed to supply content for new version.
 - c) **Website:** The surgery website now contains obsolete information and needs updating.
 - d) **Patient Registration:** The practice has a number of patients who are located significantly outside the catchment area. With the ever increasing number of patients on the list gentle approaches are being made to these patients to suggest that they would be better served by a practice more local to their place of residence.

Meeting closed at 1520.

Date of next meeting To be advised.