

Wolston Surgery
Patient Reference Group Meeting
2pm, 1st March 2018

Agenda:

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| 1. Notes of previous meeting | 2. Building improvements |
| 3. Patient questionnaire | 4. Facebook comments |
| 5. AOB | |

Present:

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

Apologies:

Penny Curzons, Helen Simmonds.

Meeting Notes:

- 1 It was noted that Helen Simmonds was reported in error as being present at the meeting, but Helen was not present and had offered her apologies. Subject to this correction the notes of the previous meeting were endorsed.
Matters arising: Work on a revision to the patient leaflet is in hand. The Practice Manager has discussed parking on School Street with PCSO Cawte, who has agreed that the police will monitor the situation and issue advice to errant motorists, as appropriate. A previous suggestion to install a convex mirror on the inner corner of the entrance road, to enable drivers to have a sight line around the corner from both directions, has not yet been implemented.
- 2 Building Improvements: This work is now planned to start in middle to late April 2018. During the period of the works the current main entrance and reception area will be closed and public access will be via the rear door. An interior temporary reception area, pharmacy and waiting area will be in use, and consulting rooms will be reassigned as necessary to meet needs. The work, which will be undertaken in two main phases, is expected to last about five months. A discussion was held about patient flow, signs that will be needed, pre-work publicity etc., and the need, prior to the work starting, for staff to identify and make a common list of aspects that may need to be managed during the building works. It was agreed to hold another PRG meeting shortly before the start of work.
- 3 Patient Questionnaire: A patient survey will be undertaken prior to the start of building work, and another later in the year after the work is complete and use of the new facilities has properly settled in.
- 4 It was noted that there had been some comments on the village Facebook page related to an instance of the inability of a patient to obtain a same day appointment - the Practice Manager has since spoken to the patient and explained the circumstances. The Practice Manager and Partners confirmed that it remained a primary objective of the practice to offer same day appointments, although it may not always be possible to meet the patients first choice of appointment time or health care professional.
- 5 AOB:
Use of rock salt in cold weather - A query was made about whether the Parish council were able to provide assistance with supply and spreading of rock salt during extreme cold weather. RG undertook to raise this with the Clerk to the PC.
The meeting closed at 1500h. The next meeting is proposed for early April, or about two weeks prior to the start of the building works, to enable the PRG to work with the practice to ensure that as much preparation as possible had either been taken or was already planned in order to minimise disruption and inconvenience to staff and patients.