

Wolston Surgery
Patient Reference Group Meeting
2pm, 10th October 2017

Agenda:

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| 1. Notes of previous meeting | 2. Building improvements |
| 3. Practice leaflet | 4. Parking |
| 5. Patient questionnaire | 6. AOB |

Present:

Rachel Sheasby-Russell (Practice Manager, Chair), Dr Kate Atkins, Dr Hayley Williams, Robert Grainger (meeting notes), John Harris, John Church, Penny Curzons, Helen Simmonds.
No apologies.

Meeting Notes:

- 1 The notes of the previous meeting were endorsed.
- 2 Building Improvements: This work is now planned to start in the New Year 2018. During the period of the works the current main entrance and reception area will be closed to public access and a temporary building in the car park will provide reception and waiting areas, with access to the surgery through the rear door. The work is expected to last about four months.
- 3 Practice Leaflet: It was noted that the practice leaflet was in need of an update. Details of a resident who would be able to undertake this work were passed to the Practice Manager.
- 4 Parking: Parking continues to be an issue, especially parking in the entrance road to the surgery or on the corners of the School Street adjacent to the surgery entrance, thus blocking the sight lines of vehicles leaving the surgery. The police are aware of this problem and officers from the Safer Neighbourhood Team will keep this under review. 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.
- 5 Patient Questionnaire: Wolston Surgery needs to undertake another questionnaire survey of patients, in order to comply with guidance from the CCG. The questionnaire is simple and will be developed 'in house' but volunteers are needed to assist with distribution to patients in the waiting room, offer assistance with completion and collect the completed forms.
- 6 AOB: A suggestion was made, and accepted, that the Practice should place a quarter page article in each issue of the 'Avon Grapevine' in order to keep residents informed about activities being undertaken, such as availability of 'flu vaccinations, progress with building works etc..

The meeting closed at 1440h. The next meeting is proposed for mid- February.