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| Patient Participation Group |

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| January 11, 2018 |
| 7pm |
| Arbury Road Surgery  |

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| Meeting called by: | Amanda Hazeldine  | Minutes: | Conor Hedley  |
| Patients present:  | John, Ann and Wendy.  |  |  |
| Apologies: | Anglea Ditchfield, Peter Snow, Tony Nicholas, Dave Allum and Bob Lees.  |  |  |

## Agenda Items:

## Welcome, introductions and apologies,

## Minutes from last meeting,

## Practice update,

## How to improve the downstairs waiting room,

## Thanks for coming and next meeting.

**Minutes**

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| Agenda item: | **Welcome, introductions and apologies.** |

#### Discussion:

* Amanda thanks the group for coming and introduces Conor Hedley, who will be joining the group to record minutes and represent the reception team going forward.
* Apologies on behalf of patients who are unable to attend this meeting.

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| Agenda item: | **Minutes from last meeting.** |

#### Discussion:

* Upon reflection of the minutes from our last meeting on 13th November we agree that, aside from a minor correction, we are happy with what was discussed.
* We will not organize meetings on Tuesdays and Thursdays but on Mondays and Thursdays, as corrected from previous minutes.

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| Agenda item: | **Practice update.** |  |

#### Discussion:

* Amanda gives an update on developments within the surgery since last meeting.
* We have received planning permission for an extension to the surgery. The plan is to extend into the garden which will give prescriptions more space to be able to deal with patients instead of going through reception.
* New consultation rooms will be added to both ground and upper floor.
* Amanda plans to have automatic doors installed in the front entrance for ease of access, and to move the reception window into the downstairs waiting room.
* Amanda is advertising for a new nurse practitioner to accommodate more on the day appointments.
* Our receptionist Beth has left the surgery and we are currently advertising for a replacement.
* Dr. Gant has retired as a partner of the surgery and will be returning properly in May as a salaried GP, working 2 sessions per week. A new partner to take his place is currently being discussed.

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| Agenda item: | **How to improve the downstairs waiting room.** |  |  |

#### Discussion:

* The question of how to improve the downstairs waiting room is put forward to patients.
* All generally feel that we currently have a nice waiting room environment but that it would benefit from better lighting and more colour.
* The consensus is that too much seating space is wasted by plants, which everyone considers are unnecessary and unclean. All agree that it would be best to replace these to free space for wheelchairs or more seating.
* Suggested that programming the new television with details on our different clinics and other relevant information would be very useful.
* Amanda suggests that the blinds could be replaced with frosted glass. All agree this would offer more privacy.
* Idea proposed of turning the far waiting room into a children’s area to give adults a separate space to relax. Agreed by patients that this would reduce seating space unnecessarily and that many patients prefer using the far waiting room for extra privacy.
* It is suggested that a display board with photos and names of all staff could be put in the waiting room or reception to give patients a better familiarity with our staff.
* Other ideas include a compliment book, having hand sanitizer next to the touch screen and moving leaflets next to the waiting room door for when patients are leaving.

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Thank you all who attended. Agreed that next meeting will be held on Thursday,15th of March. Our goal is to have 3 new members by next meeting.