

WINYATES HEALTH CENTRE
Winyates Patient Outlook Group Meeting
12TH January 6:00pm 2017

Minutes

Present on behalf of:

Winyates Health Centre:
Claire Gould (Practice Manager)

Outlook Group:
Greg Bright (Chair)
Sue Watkins (Secretary)
Andy Bennett
David Spyer
David Ogg
Sue Dean

Apologies: None

Minutes of last Meeting

The minutes of the meeting held on 10th November 2016 were agreed as a true record by those present.

Matters arising:

SATURDAY CLINICS 2017

The clinics are held monthly and the dates known are: January 21st, February 18th, March 18th. However, after discussion it was decided to put Outlook attendance on hold for the time being.

VIRTUAL OUTLOOK GROUP

Greg explained some of the difficulties he'd had in accessing the email system for the Virtual Group. He confirmed he would persevere. It was agreed that Claire would email the minutes of the meeting to the Virtual Outlook Group.

OUTSIDE FOOTPATH LIGHTING:

Claire Gould, has looked at lighting, on footpaths, and it seemed to be working. However, after the meeting, Greg Bright, David Spyers, Sue Dean and Sue Watkins, walked to the car park, and noticed, that the floodlight, at roof level above the main Health Centre entrance is not working, creating a dark area which was potentially dangerous.

MAGAZINES AND BOOKS - CROSS INFECTION CONTROL:

Claire Gould, has investigated the use of the books and magazines, and concluded that the magazines and soft toys, were a cross infection hazard, as they would be picked up, looked at, and played with, by many patients each day. The books, however are usually picked up, a donation is paid, and the books are taken away, most of the time. The risk of infection is therefore thought to be smaller. The monies from the books results in quite a good donation to charity. The amount collected from the books is displayed by the books.

Agenda items:

ANNUAL PATIENTS SURVEY:

The survey for this year was closed the day before the meeting with a total of 919 responses. Claire went through the results for many of the questions which, for most, resulted in good scores. The lowest score was about the sound proofing in the rooms.

A comment outside of the survey indicated that this occurred on a Saturday morning, with one Doctor in a surgery, the wall TV was not on, and a conversation in the surgery could be heard in waiting room (which was quiet). It was mentioned at the time to the staff, and to assist this problem, the TV was switched on.

Maybe, in future, and in similar circumstances patients should sit in the window seats near the reception?

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Apart from that incident, the building seems to reasonably function well for most people.

WHC BUILDING IMPROVEMENTS PROCESS

There is no money available for a new building or refurbishing the existing one, as Acute Services are being given priority at this time. The practice is applying for everything it can, but this usually involves working in partnership with other practices in the area as a group.

EXTRA FUNDS:

Along with all surgeries in the area the practice has applied for extra money from the Winter Pressure Fund which will help during December to February. The monies are split and Winyates, being the biggest practice, had the biggest share on condition that they provided an extra 25 sessions in the period. To date 9 sessions have already been completed. Staff are coming in on their days off and Locums are also involved as well.

CARE NAVIGATORS:

This is another fund that has been applied for. Someone in the Practice is trained, (Claire has been to one session so far) which enables them to signpost patients enabling them to bypass GPs and go straight to appropriate clinics and services eg: physio etc. The system is in its early stages and will need to be advertised.

ANY OTHER BUSINESS:

1.

The pharmacy automatic doors are still not working. This is the pharmacy's responsibility and Claire agreed to mention the problem to them again.

2.

Can the pharmacy, do patient surveys on medication? Claire responded that this is a normal part of their responsibility to patients as it helps the patients and the GP's.

3.

The antiseptic hand-gel dispenser, in the Centre entrance is sometimes found to be empty. This may mean that we require an extra dispenser in the entrance. Claire said it is checked and filled if necessary each morning. It was suggested that it may need checking at lunch time, ready for the afternoon session.

4/

An advert has been posted for an extra GP and Dr Oliver is returning in March, following maternity leave.

DATE OF NEXT MEETING:

The next Patient Outlook meeting will be held at Winyates Health Centre, on Thursday 9th March 2017, at 18:00.

The meeting closed at 19:00.

Sue Watkins

Sue Watkins
Secretary

Greg Bright

Greg Bright
Chair