

**WINYATES HEALTH CENTRE
WINYATES PATIENT OUTLOOK GROUP MEETING
6PM THURSDAY 10TH MAY 2018**

Present on behalf of:

OUTLOOK GROUP

Claire Gould (Practice Manager)

Glynn Jones

Susan Dean

Douglas Wilks

Judy Bainbridge

Christine Skirrow

Felicity Melley

Sue Watkins

Apologies:

Greg Bright (Chair Person)

Ian Donnan

Lynn Whyte

Leanne Wood

Commencement:

Claire Gould opened the meeting, welcoming everyone.

We all hoped, that Greg is improving, and will be back with us at our meetings, in the near future.

Minutes of last Meeting:

The minutes of the meeting held on 8th March 2018, were agreed as a true record by those present.

Matters arising: None

Temporary Chair:

Sue Watkins agreed to Chair the meetings in Greg Brights absence.

Update on the Engage Consult Online Patient Communication System:

The trial is still continuing, but still needs some improvements.

General Data Protection Regulation:

This policy, was coming into force on 25th May 2018.

The Practice was still working towards it. There is a lot of information required, to meet this date. Claire will talk to Richard, regarding a meeting that she went to.

News Letter:

Have any members of the committee, any ideas for info to be put in a newsletter?

The Practice, are looking at what amenities are in the community? Eg: Tai chi in the space, to help patients.

The Practice were also looking at putting a presentation on the screen in the waiting area, as to what is on in the area.

Problem with the drains:

It was reported that the “drains” smell in the ‘far’ waiting area was still causing some concern, and is still ongoing.

Finance:

The Practice has put in for a 'pot of money', to be used for changing the usage of room space on the first floor. This could involve, putting a simple lift in. These could then be used for extra consulting, or treatment rooms.

The usage of some of the rooms, on the ground floor, could also be looked at.

Date of next meeting

The next Patient Outlook meeting will be held at Winyates Health Centre, at 6pm on Thursday 12th July 2018.

(Meetings, are normally held, on the 2nd Thursday of every month)

The meeting closed at 19:00.