

WINYATES HEALTH CENTRE  
Winyates Patient Outlook  
Annual General Meeting  
6:00pm 20<sup>th</sup> July 2017

Minutes

Attendance:

On behalf of Winyates Health Centre:

Claire Gould (Practice Manager)

Richard Budd (IT Manager)

Outlook Group Members:

Greg Bright                      Christine Skirrow

Sue Watkins                      Judy Bainbridge

Sue Dean                          Ian Donnam

Glynn Jones                      Leanne Wood

Douglas Wilkes                  Kim Terry

Apologies:

David Spyer

Clare Rudge

Minutes of last Meeting

The minutes of the meeting held on 11<sup>th</sup> May 2017, were agreed as a true record by those present.

Matters arising: None

Seven new Members were welcomed and introduced themselves.

AGM:

The Annual Report, of the activities of the Winyates Patient Outlook, for the previous year, had been circulated for all to read.

Greg Bright was proposed as Chairperson by Douglas Wilkes, and re-elected unanimously.

Sue Watkins was proposed as Minute Secretary, by Ian Donnam, and re-elected unanimously.

Virtual Outlook Group:

The minutes had been sent all 19 Members of the group. It was confirmed that there are still opportunities for new members and that members of the Virtual Group can raise issues for discussion at meetings.

Outlook publicity at Flu Clinics and during Saturday Surgeries:

Patient turnaround at the Flu Clinics is speedy, and engaging patients during the very short wait for their vaccination flu jabs is difficult. Saturday surgeries are favoured by working patients who generally are unwilling to linger to be recruited. The suggestion was made that we might try to do some engagement work with patients at set times during the week, with Outlook members each attending for a short time and having a set position within the Centre. It was agreed to raise the matter again at the September meeting.

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The Health Centre building:

It was confirmed that Dr Hetherington, Claire Gould, and Richard Budd, are very pro-active in trying to obtain funding to improve the Health Centre building. Outlook members agreed that they would assist in these efforts in any way possible.

Winyates is the largest GP Practice in Redditch, with 16,200 plus patients, and 8 partners. It was agreed that the current building does not fully meet the requirements of either the Doctors, the Staff or the Patients.

Appointment waiting times:

In response to a query it was confirmed that the winter months are the busiest times in the year, but that each day a rota is drawn up for emergency cover. Mondays and Tuesdays are the busiest days.

Miscellaneous Matters:

It was pointed out that the main ('Far') waiting room, can get very hot in the summer, even with air-conditioning on. This is one of the problems with the nature of the current building which is not easily solved. The Practice are aware of the difficulty and trying to source a solution.

Some patients have reported that they cannot hear the announcements being made over the public address system. Claire Gould agreed to ask all users of the PA system to speak up if possible. It was thought that the sound on the Waiting Room 'TV' varies considerably and that this, coupled with background noise, might also affect the clarity of the PA system.

Richard Budd confirmed that, the contract for the Waiting Room TV had recently changed and that it is now possible for the Practice to control what is shown. The Outlook Group, including the Virtual Group will, eventually, be advertised on the Practice TV.

DATE OF NEXT MEETING:

The next Patient Outlook meeting will be held at Winyates Health Centre, at 6:00pm on Thursday 14<sup>th</sup> September 2017.

The meeting closed at 6:55pm.

*Sue Watkins*

Sue Watkins  
Secretary

*Greg Bright*  
Greg Bright  
Chair