

**WOODHOUSE HEALTH CENTRE**  
**5-7 SKELTON LANE, WOODHOUSE, SHEFFIELD, S13 7LY**

**MINUTES OF PATIENT FORUM**  
**HELD**  
**MONDAY 19<sup>th</sup> June 2017**

**Present:**

Miss Y Tolliday	Mrs M Constable
Mr. R Chisholm	Mr H Constable
Ms B Lee	Mr J Glaves
Mrs P Kilner	Mrs J Longstone-Hull
Ms A Kennedy	Ms J Parker
Mrs L Randall	

**Apologies,** Mrs C Hodkin, Mr R Webb  
 Mrs G Siddons, Assistant Manager/Pharmacy Technician -  
 Mr Howard Constable ( Chair)

Agenda items	Notes
Welcome	Howard welcomed everyone to the meeting and thanked everyone for attending.
Review of minutes from last meeting	The minutes of the last meeting were passed.
Building	<p>The Dentist building was still being debated. The tenders had been submitted but were too high for the budget allowed by the project by NHS England. The practice are working to try and get a solution so that the extension can be started,</p> <ul style="list-style-type: none"> <li>• Gill to seek advice on how we can cut costs whilst keeping the specifications then to feedback to the forum</li> <li>• Howard to speak to Clive Betts MP to see if he could help</li> </ul>
TV screen	The practice now had new TV screens. The new screens would bleep and patients would see their name and which room to go to. One forum member did not like this idea. The other forum members thought this would be a good step forward.
Defibrillators in the community	<p>Howard had been on a first aid course and had been informed and how useful defibrillators were in saving lives.</p> <p>The course has discussed that defibrillators should be more available in the community. Howard was to ask Darren from South East Sheffield Network group to get a list of where defibrillators are in the community from Yorkshire Ambulance. It was suggested that if one should be borrowed from a premise in Woodhouse a member of staff would accompany the defibrillator to see what had been used and to ensure it's safe return</p>
Test Beds	This is scheme the practice is working with Sheffield Teaching Hospitals on. It involves using technology such as apps or video conferencing to keep patients in their own home whilst still monitoring their health. The group felt this would need to be targeted at the right patients for it be really useful but welcomed that the practice would be participating in the trial

Care planning	<p>Gill explained that care planning is offered to a cohort of patients with long term conditions. It involves a long appointment with one of our nurses to discuss their test results, medication, how to manage their medication and what to do in an emergency.</p> <p>At the start of the meeting all members were given a PAM questionnaire that is given to patients as part of their care plan. Gill asked for comments on this. Most found it ok. Some found the questions confusing and didn't mean anything</p> <p>The group were asked if Care planning was something they would like the practice to continue.</p> <p>Some of the group had attended a shared medical appointment about their diabetes. They found this really helpful, informative and inspiring. They felt this was very well run.</p> <p>When asked what they would prefer, they said Shared Medical Appointments although they could see the need and value of care planning.</p> <p>Gill asked that if the practice did continue with care planning, would they like to be involved. Most of the forum volunteered.</p>
Leaflet on ordering prescriptions	Gill apologised to Mrs Parker that this had not been done but would complete this in the very near future and liaise with her about this
Prescription ordering	Some patients were finding that repeat dispensing was not working. This was mostly due to the length of time they had to wait at the pharmacy. Gill agreed to feed pharmacy comments back to the pharmacies concerned.
Articles for newsletter	The following articles were suggested for the newsletter Update on building, hospital issues, parking, CQC inspection, online appointments ( when available) who's who in the practice, new blood glucose machines ( phone call eves and weekends) Cost of paracetamol, copy of poster about NHS spending, how to get appointments at the hub and the out of hours service
New website	Gill encouraged everyone to look at the new website and give feedback
Issues on hospital discharges	The group discussed a case study of a patient who had been discharged from hospital and the experience he had had. He had waited 9 hours for medication. The group said this was not unusual in their opinion. The medications and communication had not been accurate. Gill reported that this case had taken 40 minutes to solve the issues and that in May she had spent 200 minutes on 19 patients sorting issues on medication post discharge. Gill reassured the group that the practice did all it could to ensure patients had a safe and smooth discharge from hospital and that if patients had comments on their experience during discharge they could contact The PST ( patient services team) at the hospitals or Healthwatch.
Blood glucose testing meters	The practice were upgrading the care sense meters to TEE2 for diabetic patients. Patient would get a call in the evening or at weekends to ask them about the change. The group said some had received a call but that it had not been explained what patients were to do if they were housebound. Gill would brief the satellite team that if a patient could not get to the practice to get a new

	machine, their pharmacy may deliver one out with their prescription.
Changes to presentation of tablets from pharmacies	Howard raised concerns about when pharmacies give different brands of medication that look different. The group felt this caused confusion and could lead to hospital admissions. They felt that when a brand id changed at a pharmacy, the patient should be informed. Gill agreed to speak to all the pharmacies about this.
Woodhouse and District forum Matrix	The forum had passed its inspection and gained 5 distinctions. This means they can now carry on with funding from the council as before.
Appointments at the hub	Gill asked that if anyone in the group had been to an appointment in the out of hour's hub, could they write a statement about how they found it. CQC are due to inspect the hub but at present we do not know what form this inspection will take. The forum said the practice could ask for any help needed.
Praise for GP	Dr Raj and Dr Attwood both received praise from members of the forum for the care and professionalism they had shown.
Date of next meeting	Monday 11th September 2017