

**MINUTES OF PATIENT FORUM
HELD
MONDAY 12th November 2018**

Present: 12 members attended

Assistant Manager
Chair

Apologies, 3 members

Agenda items	Notes
Welcome	Howard welcomed everyone to the meeting and thanked everyone for attending. It was good to see some new faces .
Minutes of last meeting	<p>These were passed by the forum.</p> <p>Gill had reported the issues about the one way system to the council. She is still to hear back.</p> <p>Still some drug shortages at the moment. The practice is working with pharmacies to provide alternatives where possible. Pharmacies should let the practice know if there is an issue with the supply of a drug. If not then the patient can contact the practice. Drug supply issues do not need a GP appointment.</p> <p>GDPR. The number of requests for copy of records is still increasing. This is now taking nearly one member of the team to answer to the requests in the timeframe allowed. The forum recognised that the impact of this work on the practice may mean that the practice has to look at different ways of working to free up time from different areas and tasks within the practice. This would be discussed later in the meeting.</p> <p>Flu clinics. We have now done all our flu clinics, The Saturdays have proven successful although we had a 10% DNA rate last Saturday.</p> <p>On trial basis a walk in service will be available until end November for anyone eligible and carers</p> <p>At flu clinics we have been getting patients to fill in an updated details form. This was shown to the forum. It included a box about sending SMS text messages and about joining the online forum. From the first Saturday clinic we got 120 new members. The forms from the second clinic have not been collated yet. The forum was thanked for this idea as it had proved a good way of updating details and increasing the awareness of the forum.</p>
Patient Charter	<p>The practice has been looking at how to inform patients of how the practice works.</p> <p>The idea of a patient charter came by looking at the issues raised by reception team and patients.</p> <p>A small group of the forum were asked to review the first draft .Changes have</p>

	<p>been made to this draft. The charter was discussed at the forum meeting and the charter was approved by the forum. The charter would then be discussed with the team. It will be available in notice boards, on the website and will be given to all new patients as part of patient registration. The charter will be launched by the practice in early December.</p> <p>It was agreed that a version for younger people should be produced after Christmas.</p>
Online service	<p>NHS England is trying to encourage patients and practices to use online services. This includes booking appointments online and ordering prescriptions. The forum discussed this along the information about what PPG can do to help.</p> <p>The forum is happy for the practice to encourage patients to use online services after the flu campaign. This would be one way of reducing the workload of reception so freeing up time for other tasks.</p>
Ordering prescriptions through pharmacies.	<p>The practice wanted the forum views on prescription ordering through third parties such as pharmacies and appliance contractors. It has been found that when patients order through third party providers, there can be a tendency to over order and so create a lot of waste. This waste and over ordering is a cost to the NHS.</p> <p>The forum is happy for the practice to explore ways of ordering prescriptions so that footfall at reception is reduced and waste reduced.</p>
Repeat Dispensing	<p>Repeat Dispensing was discussed. This is where a batch of prescriptions is sent to the pharmacy so the patient does not need to order through the practice each month. It was noted that when Repeat Dispensing works, it is a great system for both patients and the practice. The practice have arranged for NHS digital to come and train the practice teams on repeat dispensing. After the training the practice will be looking at patients who may benefit from using repeat dispensing. Pharmacies are already identifying patients they feel are suitable and would benefit.</p>
Thank you	<p>Gill thanked the forum for their input into the issues raised. The forum thanked the practice for looking into different ways of working to improve the patient experience.</p> <p>Gill wished everyone a Happy Christmas and a good New Year.</p>
Date of next meeting	4 th February 2019