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

## MINUTES OF PATIENT FORUM **HELD** WEDNESDAY 8<sup>th</sup> February 2012

Mr R Webb Present:

Dr P.McGinty Mr Gordon Osborne Mrs A Setterfield Mrs E Kirby Mrs Diane Phelan

Mr R Flewitt Mrs G Siddons, Pharmacy Technician Joanna Gannan, Parmacy Technician Mrs P Kilner

Mr P Kilner Mr R Swift Mrs B Cox

Mrs P McCartney

Apologies: Mr. E Vernon

Mr H Constable

Agenda Items	Note	Action
Pipa Dickinson	Gave talk on new Regenerate- Rise (reaching the elderly in Woodhouse)	
Joanna Gannan Parnacy Technician	Asked the group questions regarding medication for her Studies. The questions were around the changing of medication for cheaper brands and the group discussed best ways to do this.	
Eye Screening	Mr Osborne told the group that we have now agreed with the Diabetic eye examination unit to start doing our own eye screening tests for Diabetic patients here at the surgery. The patients will be sent an appointment in due course. This new screening test is a direct result of the subject being brought forward by the Forum group It is hopeful that we will be able to offer patients the opportunity to have their screening done at the surgery.	
Check-in-system	The self check-in system on reception now tells you if and how many patients are waiting before your appointment.  Gordon asked the group for feed back on how this system is now working.	

Opening times am	Paula McCartney told of a patient who had an appointment for 8am but that he couldn't get into surgery as door was locked then when he checked in he was late for his appointment.	Gordon to speak with reception to make sure door is open on time, and ensure patients are told if their appointment needs them to ring the doorbell.
Opening times pm	It has been asked before why the door doesn't open before 2pm. Gordon has spoken to reception who now open the door in bad weather and tell patients the door is open, this seems to be working alright but Gordon would like feed back if any body has any problems.	
Katherine, Nurse and Sonia, Health Care Assistant	Mrs Kirkby praised the care she had received from Katherine and Sonia here at the practice	Gordon to feed back information to Katherine and Sonia
Wrong prescriptions	Mr Swift told that he had ordered his prescription and collected it, then that same afternoon the Van from Woodhouse Pharmacy had tried to deliver another prescription, which clearly wasn't his.	Gill (pharmacist) to inform Woodhouse Pharmacy of mistake.
Sensory Impairment	Mr Flewitt told the group of a report about sensory impairment that he had received; Gordon Osborne said he had received the same report. There was going to be a meeting about this and that Gordon would try and attend the meeting. Mr Flewitt has also expressed a wish to attend to represent the forum.	Meeting March 8 <sup>th</sup> The Circle
Texting System	Mrs Setterfield asked if there was a text system in place so patients could text the surgery. Gordon told the group that we don't have this facility at the moment. Although we do text appointment reminders and more recently remind patients that they had not attended their appointment. Further use of texts will increase.	
Minutes of the Meeting	Mr Osborne asked the forum if everyone was happy with using their name in the minutes as we wanted to put the minutes on the website. All agreed this was okay.	Minutes to be added to the Woodhouse Website.
Next meeting	Wednesday 28 <sup>th</sup> March 2012 at 12.45pm.	