

**MINUTES OF PATIENT FORUM**  
**HELD**  
**WEDNESDAY 28<sup>th</sup> March 2012**

**Present:**

Dr P.McGinty	
Mrs Diane Phelan - Secretary	Mr R Swift
Mrs G Siddons, Pharmacy Technician	Ms B Lee
Mrs Suzanne Wheat – Reception	Mr R Webb
Mrs Ann Smith – Administrator	Mrs P Kilner
	Mr R Chisholm
	Mr H Constable
	Mrs C Walton
	Mrs E Brown
	Mr J Glaves
	Ms Paula McCartney

**APOLOGIES**

Mrs Annette Setterfield  
 Mr Patrick Kilner  
 Ms Elaine Kirby  
 Mr Gordon Osborne – Practice Manager

<b>Agenda Items</b>	<b>Note</b>	<b>Action</b>
Minutes	Diane Phelan asked if all forum members had received copies of last months' minutes. All had. Request from one new member for any surgery staff to have their job role added at side of name so everyone aware of whom they are.	<b>Minutes form altered and job roles added for staff members</b>
Patient questionnaires	Discussed the patient questionnaires and reasons for doing them. Hand-out given to forum members showing results. Diane asked if anyone wanted to add any comments regarding the forms. Discussed: Q6: Pre-bookable and extra surgeries not well known. Explained we are looking into this. Forum members suggested poster, information on board and also Sending information to Woodhouse Community Forum as they have news letter out soon.  Q7: Not enough information about First Contact Nurses and how it works along side with GP appointments. Forum members suggested putting information in practice leaflet. Suzanne explained that this is being updated and the information will be added.	<b>Diane to send information to Woodhouse Community Forum</b>  <b>Practice leaflet to be updated with information about the changes.</b>

Telephone Charges	Diane read out comments from questionnaire regarding telephone system. She explained about our existing contract and how it is not practical to cancel due to cost. Discussed the costs of calls when ringing for appointments at 8am as phone lines busy and kept on hold whilst in the telephone queue. Explained we are aware of problem and are looking to rectify the situation as soon as we are able. All agreed the costs varied depending upon each person's telephone provider.	
GP's clinics running late.  Telephone consultations with GP's running late	Diane and Suzanne explained that catch up slots have been added into the GP clinics to try and alleviate the problem and we will be monitoring this to see if they help.  Reception will now be giving an approximate time when GP's will ring a patient and be told it may be within 15 – 30 minutes of the time given.	Gps will be informed of this at next partners meeting.
Hearing Aid Batteries and Tubing	Clarification that Hearing Aid Batteries are available from the surgery as well as the tubing and no need to go to the RHH for these.	
Diabetic Eye Screening clinics and Psoriasis Clinics.	Diane confirmed that we are to have regular clinic dates for Diabetic Eye Screening throughout the summer. Forum member did say she had rang the number on the letter and was told the clinics were not happening. We explained that they definitely were and Dr. McGinty suggested we confirm the dates of the clinics for the next meeting. News of the Psoriasis clinic was well received by the group.	Diane to check dates for next meeting.
Topics for future forum meetings	Forum members agreed that they would like to know what the future is for the practice and welcomed Dr Zak McMurray attending the next forum meeting to speak about this.	
Pharmacy Queries	Queries regarding pharmacy errors were discussed and Gill advised that any Woodhouse Pharmacy errors are dealt with by Matt at the pharmacy who is the contact for patients at our practice.	
Minor ops	Question arose regarding why we no longer do minor op procedures. Dr McGinty confirmed that we are unable to do them anymore because of new rulings regarding the need to have a sterile room for surgical procedures which we do not have.	

Hard of Hearing / Elderly patients	A member asked if we could be aware that when elderly patients or patients who are hard of hearing ring the surgery, they find that receptionists can speak too quickly and this makes it very difficult to understand what is being said. Suzanne apologised for this and explained that staffs are aware of the amount of people waiting to get through on the phones and this can cause them to rush calls. She will speak to reception staff about this.	Suzanne to put this on agenda for next reception meeting.
New appointment system	Appointments were discussed and the reasons for changing the system to the on the day appointments with the 1 <sup>st</sup> contact nurses and GP appointments with a 3 day waiting time. Dr Paula McGinty explained how we are constantly trying to improve access at the surgery. We explained how we are hoping the new system will allow all minor illnesses to be seen by the nurses leaving more appointments for chronic and complicated illnesses with GP's.	
Name Board	Request for the name board with photographs of staff members to be put in waiting rooms.	Diane and Gordon to organise this
Maxine	Member of forum meeting wanted to commend the first contact nurse Maxine for her work at the practice. She felt she was a valuable addition to the clinical team.	Dr McGinty to pass on comments to Maxine
Forum Meetings	The forum members were asked how often they would like the meetings to take place. All agreed on every two months.  <b>Date for next meeting is 23.5.12 at 12:45pm</b>	