

MINUTES OF PATIENT FORUM
HELD
TUESDAY 7th May 2013

Present:

Ms P McCartney	Mrs J Longstone-Hull
Ms B Lee	Mr P Flaherty
Mrs H Mansfield	Ms A Kennedy
Mr. H Constable	Ms J Feeney
Ms G Randell	Ms G McGarry
Mrs M Littewood	Mrs C Hodkin
Mr. J Glaves	Mr R Chisolm
Mr. P Kilner	Mrs P Kilner
Dr Z McMurray	

Apologies Mrs L Mellor, Miss V Mansfield, Mr. F Wood, Ms E Kirby, Mr R Swift, Mrs S Mathers, Ms A Sculley, Mrs E Donaghy, Mr R Webb

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair

Agenda items	Notes	Action
Welcome	Gill welcomed everyone to the meeting and thanked everyone for coming.	
Forum guidelines	As there were new members to the forum, Gill explained how the forum runs.	
Scott Antcliffe Health Trainer	Scott explained his role as Health trainer. He works across several practices helping patients achieve their goals regarding lifestyle changes. At the moment Scott works on Tuesday afternoons at the practice but this may be expanded as demand for his services increases. Patients can ask to see Scott themselves or be referred by other Health care professionals.	No further action.
Fiona Hague Support Worker	Fiona explained her role as support worker to several practices. Fiona explained how she can help people find the support they need that enables them to live a healthy and independent life for as long as possible. Especially around help with issues regarding housing, social care and isolation.	No further action
Review of last minutes	The patient questionnaire is now on the website. The availability of appointments have been discussed at the partners reviewed and some GPs have changed their hours to create later appointments. Availability appointments will be reviewed on a regular basis. The number of telephone calls into the practice was	

discussed. On the day of the meeting 1500 calls had been received at the practice.

The group had asked the practice to clarify when test results would be available .Most results are available 3 working days after having the test completed at the practice. Results are available from 2.30pm except for Thursdays when results are available from 11am.

The comments from the questionnaire about clinicians running on time were discussed at the partner's meeting. Two questions around this have been put to the forum today. The results of the answers will be put to the partners and discussed at the next meeting.

The lower check in screen cannot be moved. It is lower to enable disabled people to access it.

The doors are now opened early at the start of the afternoon session. The doors are opened most mornings before 8am to allow patients to come into the building. The reception team are getting negative comments from patients in a morning as they cannot open the reception desk before 8am.

Privacy was discussed at the last meeting. If patients wish to discuss matters in private, a room is always available. Patients need to ask reception for this service.

The televisions were under a 2 year contract. We have been unhappy with the service and have now been able to get out of this contract. Gill is looking at other companies that can provide this service.

There are no major changes to reception processes at the moment.

Electronic transfer of prescriptions has now gone live in the practice. This was discussed and the group commented that they had not noticed any difference. Gill reported that if they order their prescriptions through a pharmacy then the only difference they may notice is the colour of the prescription the doctor would normally sign.

The spring newsletter is out and available both in the practice and online. It was discussed that we should make this available in pharmacies too. The group were shocked about the number of patients who did not attend their appointment and did not cancel. It was discussed that appointments are always needed and sometimes difficult to get. The importance of cancelling appointments even at very short notice was discussed.

	Vicky from the forum had been contacted by the practice regarding the website. Work is on-going with the website but we are tied to the basic design.	
Expansion	<p>It was discussed that the practice may be looking to expand into the dentist that is now vacant. The group was asked for ideas if this was to go ahead. It was also discussed that the money for this would probably come from our GPs. The group asked if there was anything they could do to help support this. Gill and Zak welcomed the enthusiasm of the group and would get back to them when anything further was decided about the expansion.</p> <p>A group of forum members available to help with this was set up comprising of Chris Hodkin, Grace Randall, Howard Constable, Helen Mansfield and Julie Feeney. These members will be contacted if needed in the future.</p>	
Questions	Two questions were posed to the group as they arrived. The first was about 1 condition per 10 minute appointment and about how long after the start of an appointment is it acceptable for a patient to be late and still be seen. The group filled in their answers which will be discussed at the partner's meeting.	Gill to feedback at next meeting
Frequency of meetings	The frequency of the forum meetings was discussed. It was agreed to hold them on Tuesday evenings every 2 months.	
	Next meetings Tuesday 9 th July and Tuesday 10 th September at 6 pm	