

MINUTES OF PATIENT FORUM
HELD
TUESDAY 3rd December 2013

Present:

Ms P McCartney	Ms B Lee
Mr P Flaherty	Ms A Kennedy
Mr. H Constable	Mr. J Glaves
Mr R Chisolm	Mrs P Kilner
Mrs L Bottomley	Mrs J Parker
Mr R Webb	

Andy Adams and Georgina Biggin from Huddersfield University
 Kathryn Taylor and Sharon Jewkes from Woodhouse and district forum

Dr Z McMurray	Gill Siddons
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Apologies Mrs L Mellor, Mr. F Wood, Ms E Kirby, Mr R Swift, Mrs S Mathers,, Mrs E Donaghy, Mr R Webb, Mrs J Longstone-Hull, Mrs H Mansfield, Ms J Feeney, Ms G Randell, Ms G McGarry, Mrs M Littlewood, Mrs C Hodkin

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair

Agenda items	Notes	Action
Welcome	Gill welcomed everyone to the meeting and thanked everyone for attending.	
Review and update of the last meeting minutes	<p>Food bank. Following from the last meeting, the practice are getting more direct requests for this and have been in contact with Oliver Taylor who spoke at the last meeting to get an update. He is still in the process of setting this up and will let us know as soon as possible when the scheme is up and running.</p> <p>Care homes had been invited to the meeting and had been telephoned to remind them of this meeting.</p> <p>Text messages. This system had been reviewed. Patients should get a text message at the time of booking an appointment and the day before. This service relies on patient's telephone numbers being correct. Reception will be doing a campaign on this in the new year. It was also suggested we could send a text message to patients' home number.</p> <p>Appointments were reviewed. See later in the minutes for the discussion on this.</p> <p>Men's health. At the last meeting, it was asked that provision be made in the practice for more checks on men's health. Dr McMurray explained about the reasoning and the evidence behind why we do</p>	Gill to look into sending text reminders to patients' home phone.

	<p>checks on women's health but not on men's. He also explained that men's health was being discussed at NHS Sheffield and that men's health checks may change in the future. He also reminded patients of the over 40's health checks available at the practice already.</p> <p>Sharing of records. Following the discussion about sharing patient records and how to help patients understand more about what sharing their records means, the forum decided they wanted patients to make this decision with all the information to hand. A mailing for over patients over 75 had been suggested but the forum had not agreed with this idea. This decision was taken back to the locality.</p>	
Minute taker	Gill asked if one of the forum members could take some notes of the meeting as it's sometimes difficult to recall all the discussions at the meeting. Lorraine Bottomley kindly volunteered for this meeting.	
Waste Audit	<p>Andy Adams (lecturer in pharmacy at Huddersfield University) and Georgina Biggin (3rd year pharmacy student at Huddersfield university) came to talk to the forum about a pilot waste project that the practice has been participating in.</p> <p>At the moment when a patient returns any medication to a pharmacy this medication is destroyed safely as it cannot be reused. The practice is not told of any medication returned or why it is returned. The pilot is gaining permission from the patients to let the GP practice know about any returned medication, The practice are looking into why medication is returned and if any returns can be avoided. At the moment it is estimated that around half of medication returned to a pharmacy could be avoided.</p> <p>The pilot has so far only involved one practice and two pharmacies. The University wanted to know the group's perception of medication returned to the pharmacy and if they thought the pilot scheme should be extended with a view to asking for funding from NHS to help with a larger group of practices and pharmacies. The ultimate aim would be to develop a city-wide scheme looking at waste medication.</p> <p>The group were very interested in this and gave approval for the university to continue its bid for funding to extend the pilot.</p>	
Travel Vaccinations	The group was asked what patients thought about the practice starting to look at charging for travel vaccinations. The group were surprised we didn't charge at the moment and thought it was a good idea to look into this ready for next spring.	
Patient survey	The patient surveys were given to patients in the practice and emailed to any patient with an email address. This happened over a period of 3 weeks in October/November. The results have been collated and a formal report will be compiled and added to the website. Comments from the survey have been split into categories. Appointments, phone, reception, clinicians and general comments. This meeting we discussed the comments about appointments. At the next meeting we will discuss the comments about the	

	telephones.	
Appointments	<p>The group discussed the comments from the patient questionnaire about appointments.</p> <ol style="list-style-type: none"> 1. “Impossible to book appointments over the phone”. Our phone lines are very busy and the practice takes on average 1000 calls per day. Our busy times are when the phone lines open at the start of morning and afternoon surgeries. There was a comment that the phones did not start promptly at 8am and 2pm and that sometimes calls still went to the out of hours service. Gill will check this. It was explained about on the day appointments, 3 days in advance and pre bookable appointments and how these are released. Some appointments are available to book online. These are released at the same time as in the practice so it is fair to all patients. 2. Nurse practitioner. Some people will still not sure of the qualifications or the conditions a nurse practitioner could help with. They were also not aware that our nurse practitioners can prescribe medication. Gill will look into seeing if we design an advert for our TV to explain this. 3. Late night, early morning and Saturday appointments. These appointments are designed to help patients who work however the practice cannot reserve these for workers specially. The group were not aware of Saturday appointments and that if a Saturday appointment was available anyone could book it. The group appreciated the early morning appointments and would like more if possible. When asked which they prefer out of late nights or early mornings, they would like the practice to offer a mixture of both. This would help workers who had to go to work early and could make the late night as well as the patients who wanted to call for their appointment on their way to work. Gill will look into the availability of late night, early morning and Saturday appointments online. 4. “Could I sit in the waiting room and wait for someone not to turn up then take their appointment? “. This was discussed. Whilst patients may not attend for their appointment, the clinician may have a patient with complex issues so the time from a missed appointment is used up. This helps the clinician run more to time. 5. Missed appointments. The number of patients not attending appointments had decreased slightly. This could possibly be due to the text reminders. 6. Patients who are late for appointments. How late is late? It was discussed that patients cannot use the check-in screen if 	

	<p>they are late for an appointment. The reception team will message the relevant clinician to ask if the patient can still be seen. It is the clinician's decision if the patient can still be seen or if they have to rebook their appointment.</p> <p>7. Clinicians running late. This was explained by Dr McMurray as part of item 4 above.</p>	
Format of forum meeting	<p>It was discussed that forum is for discussing practice matters however sometime patients may want to discuss issues that may form a discussion at a later meeting. Gill is going to be available for patients for one hour before the next 2 forum meetings. This will be reviewed to assess if this helps the content of future forum meetings.</p>	
CQC	<p>CQC was discussed. It was explained to the forum that this is body who reviews lots of organisations in the NHS which they visit and assess to ensure they are doing the best they can for their patients'.</p>	
Health development worker	<p>Kath and Sharon from Woodhouse forum explained the role and availability of the health development programme. These are group sessions available for everyone that is free of charge. They include walking, swimming and weight management activities.</p>	
	<p>Next meeting Tuesday 18th February 2014</p> <p>Please send agenda items to Gill by Tuesday 11th February. The next topic for discussion will be the telephones.</p>	