

MINUTES OF PATIENT FORUM
HELD
TUESDAY 9th July 2013

Present:

Mrs J Longstone-Hull	Mr P Flaherty
Ms B Lee	Ms A Kennedy
Mr. H Constable	Ms G Randell
Mrs C Hodkin	Mr R Chisolm
Mr. P Kilner	Mrs P Kilner
Mrs J Parker	Mr R Webb
Mr T Colley	Mr G Levers
Mr B Burgin	

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.	
Accuracy of minutes	<p>It was mentioned that an item was missed from the last minutes.</p> <p>It was suggested that the practice employed a member of staff to ring patients to remind them of appointments. This had been mentioned to the partners. It was felt that due to the volume of calls into the practice this would tie up a phone line and a member of the reception team and as there was already a text message reminder service in place this should be sufficient. Reception team will be doing a campaign on updating patient details.</p>	
Updates from last meeting Health Trainer	Scott has now extended his clinic on a Tuesday afternoon. There is potential for a further clinic on a Wednesday afternoon when demand arises. Scott had passed on some success stories from his work which Gill shared with the group.	
Television	A new contract had been signed. The company chosen were now approaching local businesses to see if they want to advertise on our screens.	
ETP	The practice now sends 40% of repeat prescriptions by electronic transfer. Some appliance contractors are now online too. The group said that on the whole they had not noticed any difference in their prescriptions.	

Expansion	There was no update at the moment.	
Questions posed to the group at the last meeting	<p>Question 1 was about patients wanting to talk about more than one condition in a 10 minute appointment. The majority of forum members responded that they would like a clinician to discuss the most important condition with the patient first then if there was time left in the consultation to discuss the rest any other problems. If time ran out it would be fine to ask the patient to make a further appointment. The partners agreed with this and would take the recommendation from the forum.</p> <p>Question 2 was about patients arriving late for their appointments. The majority of forum members said that if a patient was more than 5 minutes late, the patient should be made to wait until there was a gap in the clinician's list or make another appointment. The partners discussed the responses and decided that if a patient was late the reception team would message the clinician to let them know the patient had now arrived. It would be up to the clinician to either fit the patient in later in the clinic or ask them to make another appointment as the forum suggested.</p>	
Care homes	Care homes are always invited to the meetings. A copy of this meeting minutes would be sent to all our care homes	
Disabled access to the building	Gill asked the group if they all were aware of the facilities and access to the practice. Everyone at the meeting agreed they did know about this.	
Dr Sally Nevitt	Sally introduced herself to the group. She explained the roles of the trainees. She also said she would be joining the practice at the end of her training.	
MHRA medication alerts	<p>There had been 2 safety alerts concerning medications. The alerts had been discussed by the partners. Diclofenac is drug used for controlling pain by reducing inflammation. Research has shown that the risk of some heart and blood problems may be higher with this drug compared to other drugs that do the same job. The practice has decided to review all patients who take this medication via a repeat prescription. Any patient who has this on repeat will now have it removed until a review has been completed.</p> <p>Patients taking quinine tablets long term are now advised to take a break from treatment every 3 months to assess if the quinine is still working and to reduce the risk of side effects. The practice will be changing the directions of quinine so that patients only take this medication for 5 consecutive nights each week.</p>	

<p>CCG patient involvement meeting</p>	<p>Gill had attended a meeting last week about how to get patients involved in the decision making of health services in Sheffield. Gill shared the main points with the group.</p> <p><u>National priorities for health</u></p> <p>Establishing an autism service</p> <ul style="list-style-type: none"> • Putting in place 111 for Sheffield • Responding to the requirements and recommendations of the Mid Staffordshire Hospital and Winterbourne inquiries. <p><u>Local priorities</u></p> <ul style="list-style-type: none"> • Self-care programmes • End of life Care • Improving physical health of people with mental health problems and people with learning disabilities • Speech and language therapy for children • Improving the move from children to adult services • Improving services for managing the complications of cancer treatment. • The plans support people to stay well and stay at home. Emphasis on prevention of hospital admission. <p>The leaflet about the new Health watch service was given out and explained. For anyone not at the meeting, our reception team have some cards about this.</p> <p>The group was asked if they knew they could be members of the hospital trust. This could mean as little involvement as getting a newsletter or going to meetings.</p> <p>The group were asked if they also knew that PALS was still available for hospitals.</p>	
<p>Telephones</p>	<p>Gill informed the group that on Monday 1175 calls were received to the practice equating to an average of 130 calls per hour the practice was open.</p> <p>Gill asked for suggestions as to how the practice should get patients to keep us updated about their telephone numbers. The practice had repeatedly put it in the newsletter but were still finding that patients telephone numbers were incorrect. It was suggested and agreed that the practice should complete a campaign on reception trying to get patients to update their details.</p>	
<p>Pain websites</p>	<p>There are some really useful websites available to help patients with pain. They are run by some GPs in Sheffield. The websites will be available on our website, leaflets are available at reception and if anyone wants help they can</p>	

	book in with Scott the health trainer who will show them round the websites too. www.sheffieldachesandpains.com	
111.	111 is the new service that replaces NHS direct. It is designed for patients to use when need medical help fast but the condition is not life threatening. If a patients condition is not urgent patients are asked to still use their GP first. The service was launched in Sheffield early July. It is run by Yorkshire Ambulance Service. The teams are well trained and have GPs and nurses floor walking to help with any queries from telephone calls.	
Poll on website	We have a new poll on our website. It's about using the health pod for a free height, weight and BP check. Coins are available from reception. Patients will get two copies of the printout from the machine. Patients are asked to put their name on one copy and hand it into reception. Ideas for other polls were asked for.	Gill will collate ideas at the next meeting
CQC	As mentioned in the last meeting. CQC are an independent regulator of health and social care services in England. CQC inspects all places of healthcare including hospitals, dentists and GP practices. It was discussed that the practice will get a visit at some stage in the future. The inspectors will need to speak to members of the forum about their experience within the practice. It was explained that the inspectors may need access to patients records. The forum were asked to think about if this would be something they would like to help with. Everyone present agreed that they were willing to be asked when the time came.	
Newsletter	Gill asked for ideas as to what the forum wanted putting in the next newsletter. The following ideas were received: Polls, Opening times, Procedures for booking/cancelling appointments, Procedures for ordering medication, Text message service available for confirmation of appointments, Statistics of the number of calls the practice receives and the role / successes of the health trainer. The distribution of the newsletter was discussed. It was felt that every patient should be entitled to a copy but on the other hand not every patient would be interested. It was agreed that a note would be put on the right hand side of prescriptions stating a new newsletter was available and if patients wanted a copy they should enquire at reception. A sample of the newsletter would be put in the pharmacies and the library.	Gill to complete a new newsletter
	Next meeting Tuesday 17 th September 2013 at 6pm.	