

MINUTES OF PATIENT FORUM
HELD
TUESDAY 17th September 2013

Present:

Mrs J Longstone-Hull	Mr P Flaherty
Ms B Lee	Ms A Kennedy
Mr. H Constable	Mrs. L Bottomley
Mr R Chisolm	Mr. O Taylor
Mrs P Kilner	Ms G McGarry
Mrs J Parker	Mr R Webb
Mr G Levers	

Apologies received from

Mr P Kilner	Mr R Flewitt
Ms E Kirby	

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.	
Food bank	Oliver Taylor came to speak to the forum. He asked if the forum thought there was a need for a food bank in Woodhouse. The group agreed there was a need and that Oliver should continue his research about setting one up. The group asked him to be mindful of how people would access the service so that this valuable resource would not be abused.	
Support Worker	Fiona Hague gave an update on her work in Woodhouse. She had been working with patients to try and help alleviate their feeling of isolation, helping with social issues and helping people access transport in their area.	
Updates from last meeting Health Trainer	Scott has now extended his clinic on a Tuesday afternoon. There has now started a further clinic on a Wednesday afternoon due to demand.	
Television	The new Community Network televisions are now in place in the practice waiting rooms.	No further action
ETP	There were some instances mentioned where ETP was not working for some forum members. This was to be discussed on an individual basis outside the meeting.	No further action within the meeting

Expansion	There was still no update at the moment. The forum will be kept updated with developments when available.	
Questions posed to the group at the last meeting	The questions that had been posed at the previous forum had been discussed with the partners who found it valuable to know the feelings of the forum regarding patients who wanted to discuss more than one condition in a 10 minute appointment and patients who were more than 5 minutes late for their appointment.	No further Action
Care homes	Care homes are always invited to the meetings. A copy of the forum meeting's minutes is sent to all our care homes. All the care homes had been given the opportunity to attend this meeting.	
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. There was no further action on this as everyone was aware.	
Dr Sally Nevitt	Sally has now finished her training and is now employed by the practice.	
Registrars	Gill informed the group that the practice currently has 2 registrars. Dr Rachel White and Dr David Warwicker.	
Telephones	A campaign had been started on reception trying to get patients to update their details.	
Text messages	It was discussed that a text message was sent to patients at the time of booking and another the day before their appointment. The forum was asked to let Gill know if this system was not working and to feedback any comments at the next meeting. The forum asked if it was possible to send text messages to landlines.	Gill to review at next meeting
Appointments	The forum felt there were not enough early morning appointments. Gill to agree to discuss with the partners. There was still some confusion about who to book for particular appointments. Gill agreed to check to see if the page from the practice leaflet about this was on our website. The forum asked is this page could be attached to the minutes of the forum which would be sent out and put on the forum. The forum wanted to know the exact time when online appointments were released for the following day. The forum wanted to know how many appointments were put online each day.	
Newsletter	Gill asked for comments on the newsletter. The current newsletter had been given to all pharmacies and was to be put in the library. A message stating a new newsletter was available at reception and on our website	Gill to review for next newsletter

	<p>had been added to the right hand side of all prescriptions.</p> <p>The forum liked the last newsletter and gave the following suggestions for the next one.</p> <ul style="list-style-type: none"> • Add in the practice policy for patients who DNA their appointments and how letters are sent to patients. • A note asking patients to let the practice knows if they get anything on their prescription order they did not order. • How to order repeat prescriptions. 	
Men's health	<p>Some of the forum members were unsure what checks there were for men's health and that it seemed there were lots of checks available and routinely carried out for women but not for men.</p>	<p>Gill to look into this for the next meeting.</p>
Sharing of patient records	<p>The sharing of patients records was discussed. Most people were unsure of the implications of agreeing to share their records. It was pointed out to the forum that any patient can opt to have sensitive parts of the record marked not for sharing. To do this they just need to let a clinician know.</p> <p>A form was shown to the forum. It was proposed that this leaflet be mailed out to all patients over 75 years old who had not agreed to share their records. The forum felt that the form was still confusing especially to the older population. It was strongly felt that the form should be discussed at the practice with the patient to ensure full understanding. The forum felt that due to the above issue and the cost of postage it would be better a campaign to be done in the practice then if patients had still not signed up after 6 months to then do the mailing. As there is a high population of over 75 years old at Brunswick Gardens Village the practice should engage the help of forum members who live in the village or the support workers there.</p>	<p>Gill to feedback to the forum further actions as a result of this consultation.</p>
	<p>Next meeting Tuesday 3rd December 2013 at 6pm.</p>	