

MINUTES OF PATIENT FORUM
HELD
TUESDAY 19TH FEBRUARY 2012

Present:

Mr R Swift	Mr. F Wood
Ms P McCartney	Mrs J Longstone-Hull
Ms B Lee	Mrs L Mellor
Mr P Flaherty	Miss V Mansfield
Ms E Kirby	Mrs H Mansfield
Mr. H Constable	Ms J Feeney
Ms G Randell	Mrs S Mathers
Ms G McGarry	Ms A Sculley
Mrs M Littewood	Mr R Hodkin
Mrs E Donaghy	Mr R Webb
Mr. J Glaves	Mr R Chisolm

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.	
Role of First Contact Practitioner	Maxine explained her role and the way to book appointments with her and the other first contact nurses.	No further action.
Patient Questionnaire	<p>The patient questionnaire had been completed in the practice. It had been distributed at reception, had been available at the Woodhouse Health centre website, was available through the system online web page and was e mailed out to the e mail forum.</p> <p>The practice had achieved double the number of responses compared to last year with 45 responses from online submissions.</p> <p>The following points were discussed.</p>	Gill to ensure the results of the patient questionnaire be available on the website.
Appointments	<p>It was discussed about the difficulty in getting appointments. Some forum members thought the Saturday morning appointments were for emergencies only. Saturday morning appointments were explained to the forum. This included the frequency and how to book them.</p> <p>The forum discussed the number of appointments available. Gill gave up to date figures about the number of appointments ready to be released the following day.</p> <p>It was discussed that there were not enough appointments</p>	

	<p>for working people.</p> <p>Gill agreed to take this comment and the comments from the survey about this to the partners meeting</p>	Gill to discuss worker appointments with the partners
Telephones	The new telephone system was discussed. It was agreed this was a success and an improvement for the practice.	No further Action
Results	It was commented that sometimes it was not clear when patients were to ring for results.	Gill to look into how this is communicated to patients and feedback at the next meeting.
Booking appointments with Clinicians	Some forum members commented it was not always clear who they should book appointments with. It was suggested that a list of clinicians and who would be the best person to book an appointment with, be available at reception and online	Gill agreed to look into this.
Clinicians running on time	Comments had been made on the questionnaires about clinician running on time. A discussion took place about patients perception of how late, late was. The forum agreed that 15 minutes over time was the point when they would like to know that the clinician was running late. When asked how they would like to be informed,, they suggested by tannoy. It was discussed that whilst the self check-in screen gave the number of patients in front of you, not everyone used the screen and this was not an indication of time.	Gill would look into this and feedback at the next meeting
Check in screen	The forum was asked about the check in screen. Whilst many used it, some felt it was not that reliable. Forum members would like the lower check in screen moved so it was more accessible. It was explained that the lower check in screen was set up for disabled patients.	Gill to look into moving the screen if possible.
Start of afternoon clinics	It was mentioned that afternoon clinic could run on time more if the doors were opened a few minutes earlier allowing time for patients to check in. It was also suggested that when the practice opens, one of the desks should be made available for check in only for the first 10 minutes to enable patients to quickly check in. The group were informed that the check in screens helped with speedy check in . See agenda item above.	Gill to review with reception team and review.
Privacy	Some forum members commented that the reception was not always private for discussing confidential issues.	Gill to review with reception team and feed back at next meeting.
Televisions	It was noted that the Televisions in the practice did not work correctly. Gill was already starting to look into a new contract and system	Gill to feedback at next meeting

Reception team	Following the comments above, it was agreed that a smaller group of the forum would volunteer to help the practice with any changes. They would be contacted for feedback on changes made to reception. The members for this would be Gillian McGarry, Jack Graves, Julie Feeney, Chris Hodkin, R Webb, R Chisholm Lillian Randell.	Gill to set this smaller group up prior to next meeting.
Route of a prescription	Gill informed the group of some problems with prescriptions getting lost between the practice, the pharmacies and the patients. Gill asked the group a question. “If you were not signed up to a pharmacy but put your prescription in a box in one of the pharmacies, where would you expect to collect your prescription from? The pharmacy you handed your prescription to or the practice reception? The majority of the forum said the pharmacy they handed their prescription in to.	No further action
Electronic transfer of prescription	All members were given a leaflet on the service. Gill informed the meeting that the majority of pharmacies had the system to cope with this and that electronic transfer would be available from the practice mid March. The forum was encouraged to contact their local pharmacy for more details.	No further action
111	The new 111 service was explained to the group Starts March 5 th .	No further Action
Newsletter	The forum discussed the newsletter. It was agreed that the newsletters should be after the forum meetings each quarter. The next newsletter should contain information from the forum discussions. The following one should be one side A4 of practice updates and one side of health tips. It was suggested the distribution of the newsletter be increased. Lillian Randell agreed to help Gill and proof read the newsletter before it was printed.	Gill and Lillian Randell
Website	The practice website was discussed. The links available from system online to the practice website and visa versa were not clear. It was suggested that the poster about the first contact practitioner be added to the website. The group would like more information and more links. Vicky Mansfield agreed to help the practice with the website. It was acknowledged that not everyone has access to the internet and that some information on the website was not available to those without internet access. It was suggested that a leaflet of telephone numbers relating to the website links be made available if patients asked at reception.	Gill to liaise with the practice team and Vicky into improving the website. Gill to look into this and feedback at the next meeting.
	Next meeting Tuesday 7 th May at 6pm	