

**MINUTES OF PATIENT FORUM
HELD
TUESDAY 29th April 2014**

Present:

Mrs J Parker	Mr R Webb
Mr. R Chisoholm	Ms P McCartney
Ms A Fearn	Mrs S Mathers
Mrs E Hearn	Mr. J Hearn
Ms B Lee	Mr J Glaves
Mr H Constable	Mrs P Kilner
Mrs M Littlewood	Mrs B Carr
Mrs J Longstone-Hull	Ms A Kennedy

Dr Z McMurray

Gill Siddons (Assistant Manager)

Apologies Ms G Randell, Mrs M Littlewood, Miss J Wilkinson Ms P McCartney Mr. P Flaherty Mrs S Mathers Mrs L Bottomley Mrs C Hodkin Mr R Flewitt

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>Text messages. It was also suggested we could send a text message to patients' home number. This can be done if patients let reception team know that they don't have a mobile number and wish for messages to be sent to their home phone number. This has already been implemented. Patient forum reported this was working well.</p> <p>We had trialled a pre meeting for anyone who wanted to discuss private issues relating to the practice. There had been no uptake of this so the group decided it was feasible to just continue with the main meeting 6pm to 7pm. The group commented that the evening meetings worked better and had more attendees.</p> <p>Care homes had been invited to the meeting and asked for agenda items. Nothing had been received and no one had attended.</p> <p>A and E attendance. The practice had put an advert on the website from Bedfordshire CCG titled is A and E for me. The forum were asked to look at this and comment at the next meeting.</p> <p>Gill thanked the group for their comments about reception that</p>	

	<p>were made at the last meeting. Reception team had started to ask patients names as they answered the phones. This had reduced some of the negative comments made to the team.</p>	
Activity Sheffield	<p>Millie Grubb from activity Sheffield came and gave a talk on the Activity Sheffield Programme in Sheffield. The aim of the programme is to make Sheffield the most active city by 2020. There are lots of events and offers available for anyone who wants to get a little more active including sessions Sheffield International Venues. There are some leaflets available on our reception. More details can be found on their website. Millie now has a session booked at the practice on Thursday afternoons between 2pm and 4pm. If anyone wants to pop in and chat but has not got an appointment, she advised to call in at 2pm on Thursdays and she will be happy to see them.</p>	
Dr McMurray	<p>Zak has decided to leave the practice to take up the opportunity of the post as clinical director for Sheffield CCG. He will be leaving us in June 2014. Zak said it had been a difficult decision to make and that he would miss the practice.</p> <p>The forum expressed their thanks to him for his work with the practice and the forum and hoped he would come back as a guest speaker in the future.</p> <p>Zak also invited the forum to attend any of the public meetings at NHS Sheffield CCG. Details can be found on their website. Sheffieldccg.nhs.uk. The next board meeting is on 5th June at 4pm at 722 Prince of Wales Road.</p> <p>Zak outlined some of the work he is involved in including the reduction of nonattendance to all NHS services and the commissioning of new services</p>	
Disabled Access	<p>The disabled access to the building was pointed out. All forum members understood the disabled facilities in the practice. A hearing loop is available at reception for patients who are hard of hearing.</p> <p>There was a comment from the forum that the lift for wheelchairs was not always offered to patients. It was pointed out that a majority of patients found it quicker to go outside and up to the top door rather than using the lift. The comment was noted as being very useful and Gill would remind reception team to offer this service.</p>	
Sharing of patient records	<p>The group discussed the meaning of sharing their medical records especially with all the information in the press and leaflets that have been posted to patients.</p> <p>A form allowing patients to opt out of sharing their non identifiable data is available on reception and on our website.</p> <p>The forum requested that our leaflet about sharing should be</p>	

	<p>attached to the newsletters.</p> <p>There had been an update on the government programme for sharing patient data to third parties through the care.data programme. The programme had been delayed and had entered into a listening phase until August 2014. Patients were encouraged to send any comments to england.cdo@nhs.net</p>	
A and E	<p>The practice tried not to send patients to A and E or admit them to hospital unless it is appropriate. Sometimes it is appropriate for patients to attend A and E. If a patient does not wait for treatment once they have registered at the A and E reception, a charge of £56 is allocated to the community funds. This means that less money is available for other services. The forum was surprised with this and discussed that everyone who went to A and E needed to be seen urgently so should wait for treatment.</p> <p>Zak mentioned his work at the CCG around patients not waiting at A and E or not attending hospital appointments. Sheffield currently wastes about £5m per year in wasted appointments.</p>	
DNA. (People that do not attend appointments)	<p>At the last meeting the forum discussed the amount of appointments that were booked but then not attended. The forum wanted the practice to reduce the number of times patients did not attend appointments before they got a letter from 3 appointments to 2 . The practice considered this but decided the number of patients this applies to would be too great so not practical to do.</p> <p>The forum discussed the reasons why patients book appointments then fail to attend and whilst using the text message reminder had improved the numbers slightly they still wanted this subject to be high profile.</p> <p>The forum suggested putting a value onto the numbers of appointments missed and equating that to what it could buy in the NHS. Gill agreed to work with Zak on the costs then raising the awareness within the practice.</p>	Gill to look at implementing both these suggestions as soon as possible if agreed by the partners
CQC	The practice had not had a visit from the CQC as yet. Gill would keep the group updated if a visit was planned or when it happened.	
Results	Some patients had commented that when they call into the practice to get results it is not always private. Gill informed the group that anyone at anytime could ask to discuss something with a receptionist away from the main desk. Patients should not feel that they cannot do this. This was discussed again at this meeting. Zak explained to the group what happens to patient test results as they arrive at the practice, what information the receptionists can give and how clinicians convey that message to the reception team. It was also discussed that the most private way to get test results is to ring up the practice.	

Expansion	The practice has now bought the dentist at the end of the building and are considering the best way to use the space whilst spending money as wisely as possible.	
Age uk	Age UK had sent an offer to the practice. Patients at our practice can join the Age UK club for free for the first year. This normally costs £25 for the first year. A leaflet about this scheme will be attached to the newsletters and to the forum minutes as soon as we get some more leaflets from them. Patients are asked to let the practice know if they wish to take up the offer.	
Healthpod	<p>The healthpod in reception may be moved this week as a patient had tripped over the base. The practice had considered the best place to put the machine at the time of purchase and had reviewed its position regularly. However following this incident the practice feels it will need to take this machine out of use until a safer place can be found for it. This may have to wait until we complete our expansion plans.</p> <p>A forum member suggested we move it to the top waiting room. Gill would look into if that is feasible.</p>	
Reception	<p>As part of the patient survey plan from last year the group discussed the reception area.</p> <p>Some questions were posed to the group for consideration at the next meeting.</p> <p>We have introduced a lock on the door through reception to help with the security of our team. Would screens also be appropriate?</p> <ol style="list-style-type: none"> 1. How do patients feel about being taller than the reception team as the team are sat down? 2. Is there anything that can be done to improve privacy for patients at the reception desk? 3. When the practice expands, what does the forum think about the reception and waiting areas taking into account the distance from the old dentist to the main reception area? 4. What about disabled access to check in screens etc.? <p>These points will be discussed at the next meeting</p>	
Patient survey	Gill informed the group that the year report for the patient survey for this year would be changing and that it would be replaced by a friends and family test. No details have been released about this yet and as soon as they were, Gill would inform the group.	
Next meeting	The next meeting will be on Tuesday 5 th August at 6pm at the practice.	