

**WOODHOUSE HEALTH CENTRE
5-7 SKELTON LANE, WOODHOUSE, SHEFFIELD, S13 7LY**

**MINUTES OF PATIENT FORUM
HELD
TUESDAY 14th APRIL 2015**

Present:

Mr R Webb	Mrs L Mellor
Mr. R Chisholm	Ms P McCartney
Ms B Lee	Mr J Glaves
Mrs P Kilner	Mrs J Longstone-Hull
Ms A Kennedy	Ms J Parker
Mrs S Mathers	Miss E Needes
Miss C Howson	

Apologies, Mr H Constable, Mrs C Hodkin, Mrs G Randall, Mrs B Grinold

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair ,
Dr J Attwood (registrar)

Agenda items	Notes	Action
Welcome	Gill welcomed everyone to the meeting and thanked everyone for attending.	
Care Homes	Gill reminded the group that care homes are a valuable part of our practice population and are always invited to the forum meeting .All the care homes were phoned to remind them of this meeting and to invite their representatives to attend. Balmoral care home was welcomed to the meeting.	
Review of notes from last meeting	<p>The priorities set by the forum at the last meeting were reviewed.</p> <ol style="list-style-type: none"> 1. The tannoy not being clear. It was agreed this would be looked at as part of the refurbishment. The forum asked if the clinicians would shout loudly in both reception areas. 2. The forum were asked to give ideas about how to remind patients about their missed appointments. This discussion is detailed further in the minutes. 3. Following the discussion in the last meeting about losing blood test appointments in favour of doing a wart/skin tag clinic. The practice felt it could not come to a conclusion about this service on its own so had put a survey on the website to ask more patients their opinion. This survey was explained to the forum. The forum was asked to let as many people as possible know to enable the practice could get as much input as possible. At the time of writing the minutes. 57 people had voted with 26% wanting a reduction of blood test appointments and 74% not wanting a reduction of blood test appointments. 4. To get services out into the community, the memory service will be starting clinics on 23rd April. Initially just in the afternoon but we are in negotiations to try make this a full day. Patients from the practice who would normally travel to the hospital may be given the option to be seen here. 5. The telephone queueing system may be re looked at 	

	<p>depending on if there is money left over from the refurbishments.</p> <p>6. CQC ratings have now been abolished as they were deemed unfair. We are likely to get a visit before the end of June.</p> <p>7. More online appointments. What do the forum want? If nurses then they tend to get booked up with the wrong thing so not really efficient. There are some first contact early morning appointments to book online in advance. These are not getting used up at the moment. The forum wanted more GP appointments.</p> <p>The forum also suggested that the practice compiles an up to date list about who does what in the practice especially who to book appointments with.</p>	
Health Trainer	<p>Kate our new health trainer introduced herself and explained her role and availability to the group. Patients can be referred into the service via a clinician or can self-refer by asking at reception desk.</p> <p>Kate is hosting her first event at Woodhouse Library on 1st May 2015. The event is about Healthy Lifestyles. There will be stalls from different groups including Smoke free Sheffield and activity Sheffield.</p>	
Missed Appointments	<p>At the last meeting the forum was asked to help the practice by suggesting ideas to help with this.</p> <p>The forum would like the TV screens and the Jayex board updating more regularly. The forum still wanted the practice to reduce the number of missed appointments that trigger a letter about non-attendance.</p> <p>The forum really liked the SMS reminders and suggested that we look into a facility that provides an option to cancel via text if the appointment is no longer needed. The practice explained that the SMS text message service is being looked at by the practice and will take this into consideration when looking at new companies.</p> <p>A barrier to texting was that patients did not always let the practice know of new telephone numbers. Gill agreed to discuss this with the reception team and have a purge on getting patients to update their details. The forum suggested giving forms out to all patients at any interaction with reception asking them to update their details. The forms should be available in the leaflet holder by reception and messages on the TV screens.</p>	
Prescription timescales	<p>A reminder was given that prescriptions take 48 hours at the practice plus a further 24 hours at the pharmacy. This does not include weekends or bank holidays. Prescriptions can be quicker than this but around bank holidays these are usually the timescales we work to ,due the volume of requests as people go on holiday and the days the practice is closed</p>	
Out patient prescriptions	<p>When patients go to the hospital and a clinician recommends a change or some new medication, patients are either given n</p>	

and requests for medication from the hospital	outpatient prescription or the clinician will write to the practice. We cannot do medication direct from an outpatient prescription as the clinician signing the prescription is accountable for that medication. If they have not accessed the patient they cannot be sure of this. In this case we wait for the letter from the clinic. This can take up to 3 weeks to get to us then up to two weeks for us to process this. We aim for 4 weeks between clinic visit and records being updated but that does sometimes depend on the secretaries at the hospital and their workload.	
Repeat dispensing	This service was explained to the forum. Repeat dispensing is when the patient is stable on their medication and does not need to be seen by a clinician. This may be for 6 or 12 months. The practice can send a batch of prescriptions electronically to the pharmacy. All items are sent. Patients are advised to ring the patient before going to the pharmacy so the pharmacy can prepare the prescription ready for them. At any point before a patient leaves the pharmacy they can check their items and if any are not needed, they can had them back to the pharmacy. If this happens the NHS will not be charged for the items.	Gill to talk to pharmacies about patient being able to hand back medication before leaving.
Self Care	There is a link to self care help sheets on our website. Information about self care was given out to the forum. This information can be found on our website. www.woodhousehealthcentre.co.uk	
Prime Ministers Challenge fund update	The city has got funding to help with services for the next 12 months. There are to be 7 hubs in the city. The walk in centre is one; the out of hours is another. There are to be 5 more within the city. We have put a bid in to become a hub for this area. We will be going to a meeting at the end of April where it will be decided if we are successful The hubs will see urgent cases 7 days each week until at least 8pm at night.	
End of year report	The link to this report was sent out with the minutes of the meeting. It was also reviewed by a forum member prior to completion. The forum were informed that a note directing them to the report was sent with the minutes of the last meeting. The report is available on the practice website.	
Future Meetings	<p>The format of running the patient groups has now changed. There is more flexibility as to how we run them and what we discuss. The main aim is to have a group or groups and that regular communication is kept open.</p> <p>The group expressed that they would like a GP to attend meetings. Dr Attwood agreed to do this whenever possible. He also asked that if anyone had any questions of a general nature for a GP they were more than welcome to ask him at the forum meetings.</p> <p>The practice proposed that the forum take more ownership of the meetings. Liz Needes has kindly agreed to help the practice with</p>	

	<p>this and will taking the minutes at the next meeting.</p>	
<p>World Book Night</p>	<p>Gill had been accepted as a giver for World Book night. This is a charity that aims to get more people in the community reading. The event is on 23rd April and there are events in lots of areas in the country. As part of this Gill had been given some books to give away to the community. Some books were given out at the forum ahead of the event.</p>	
<p>Next meeting</p>	<p>The next meeting will be on Tuesday 16th June 2015 at 6pm at the practice.</p> <p>Naseem Howley our new Community Support worker will be attending.</p> <p>Lou Wright from young carers attending</p>	