

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

MINUTES OF PATIENT FORUM
HELD
MONDAY 7TH JUNE 2016

Present:

Mr R Webb	Mrs C Hodkin
Mr. R Chisholm	Mrs M Constable
Ms B Lee	Mr J Glaves
Mrs P Kilner	Mrs J Longstone-Hull
Ms A Kennedy	Ms J Parker
Mr H Constable	Mrs L Randell
Ms D Mackman	

Also attended, Richard England (housing officer for South Yorkshire Housing)
 Darren Ward (woodhouse and community forum)
 Naseem Howley (community Support worker)

Apologies, Mr R Webb, Ms P McCartney

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair ,
 Dr P Mc Ginty (GP partner)

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.	
Review of notes from last meeting	<ul style="list-style-type: none"> • Travel vaccine service. This has now been re-instated as the practice now have a full nursing team . • Building. The practice is still awaiting funding from NHS England. Plans are drawn up and have not changed since they were shown to the forum at a previous meeting. A forum member wanted a separate meeting to discuss the plans . Gill would look into this when the funding was available. • TV adverts. The practice was about to change the TV contract so there will be a new TV screen. Adverts will not be the same on the new system. • The practice would be looking at re-instating the DNA policy and were looking at ways of sending test messages for those patients who missed an appointment. 	
Healthwatch report	The practice had an enter and view visit from Healthwatch. Healthwatch is an independent organisation who look at all NHS services from a patient perspective. The report has now been published on the Healthwatch site. It will be on the Woodhouse	

	<p>website. Copies were given to forum members and are available on reception.</p> <p>The practice was pleased with the report and thanked the forum members who attended the visit on the day. One forum member commented that this report means more than the article in The Star or any other statistic.</p>	
<p>Richard England (housing officer for South Yorkshire Housing)</p>	<p>Richard was invited to the meeting by the practice as the practice were seeing a change in demographics to it's population. More p people with alcohol, drug misuse and mental health issues were being moved into the area amongst the older people. This was causing more demand on the services at the practice from both the new residents and the existing ones who were becoming anxious about their environment.</p> <p>The practice have already had a meeting with the local police to highlight the problems of prescription drugs being sold in the area.</p> <p>The forum discussed this issue with Richard who explained that the council are aware of these issues and work closely with the police when issues arise. Richard encourages people to ring the police and the council office to rept any issues. If this is done more then Woodhouse becomes a "hotspot" for the police who then put more rescources into the area.</p> <p>The council will be visiting all tenants every year.</p> <p>It was agreed that this would be the main focus for the Neighbourhood to work on,</p> <p>A Neighbourhood is where everyone in the community gets together to share ideas , signposting and initiatives to form services for the patients in that area. There are meetings starting about this . Woodhouse Health Centre will be attending these meetings and working in partnership with the local community to work together for our patients. Woodhouse community forum are working on an initiative called keeping people well in the community. Hopefully this work will take some pressure off front line NHS services.</p>	
<p>Care Planning</p>	<p>Dr Paula McGinty explained to the forum the work the practice is continuing to do from last year around care planning for patients. The practice has the a high prevalence of long term condition patients.</p> <p>Care planning is added onto a patient's review of their long term condition. This may be a respiratory condition, diabetes or a cardiac condition. These patients are given a longer appointment to discuss what is important to them in managing their health. In the practice it is the nurses that complete the care plans. The</p>	

	<p>nurses can refer patients to Naseem (community support worker), our healthcare trainer or a GP. These appointments can be to discuss crisis planning for their condition, end of life care or diet and exercise.</p> <p>The practice has approximately 200 patients that it monitors as patients who are at risk for repeated hospital attendance and by using this programme aims to help keep them out of hospital.</p> <p>A monthly meeting is held in the practice to discuss any issues around patients with a care plan. The practice invites, a pharmacist, a GP, practice nurses, district nurses, Community Matrons, community support workers and a co-ordinator of the programme.</p>	
<p>Patient question</p> <p>Choose and Book</p>	<p>One forum member asked why the secretaries did not ring the hospital to make them a hospital appointment and why they had to use the choose and book system.</p> <p>It was explained that the choose and book system is designed so that if patients make their own appointments, they are moer likely to keep them.</p> <p>It was agreed that whilst the practice had to use the system, it was by no means ideal and caused work both for patients and the practice.</p>	
<p>Satellite unit</p>	<p>The latest news is that the satellite unit run from the practice will be continuing until March 2017. Gill explained how patients can get an appointment and if they are ill at a weekend to use the service.</p>	
<p>Summary of meeting</p>	<p>This meeting was full of great discussion about using local knowledge and sharing this knowledge with the aim of helping the patients and population of Woodhouse at home and well.</p> <p>This will be discussed further at the next meeting</p>	
<p>Next meeting</p>	<p>Monday 10th October.</p>	