Minutes of Patients’ Forum Meeting

Monday June 18 at 6.30pm

Harbourside Medical Practice Portishead

Present: Fran Upshon – Practice Manager; Emma Webb

DC – Chair; PC - Secretary

SR; MT; JW

JB; PM; PG

TC; MC

Apologies: JL; AG

DC opened the meeting, as the newly appointed Chair. He welcomed everyone and expressed thanks at the turnout. DC expressed thanks and appreciation to JL, who had held the position previously, for everything he had done.

Fire procedures were explained by Fran Upshon.

DC then asked for the minutes of the previous meeting to be approved, which they were.

Several items on our action plan have been implemented, ie telephone system; website; and others. The other items are being looked into.

Fran then asked the committee for thoughts about holding a cake sale on Thursday July 5 at the practice, to celebrate the 70th anniversary of the NHS. This will run from 1.30 to 3.30pm. Although short notice, it was felt we could do this. It was then decided that all monies collected from this would go to St Peter’s Hospice.

PM suggested that the local papers might be interested. Emma is to look into this.

Fran asked the committee if anyone would help out at this event. Volunteers should contact Fran.

***Action: Fran is to ask staff to donate cakes***

***Fran to look into having information on what Harbourside has achieved in 15 years.***

***PC is to ask Marina WI to donate cakes (e mail has been sent)***

***PCis to ask St Peter’s Hospice for posters (e mail has been sent)***

***Emma is to look into local papers***

With regards the status of the proposal to have cooperation with other surgeries for appointments, Fran explained the details of this; ie the releasing of slots to patients of other surgeries, and it was stressed this must be quid pro quo. This is between practices within North Somerset.

DC moved on to the Patient Survey. Several committee members carried out the survey and Fran had put the results together. Extra surgeries are being put into place. In most cases the staff are time shifting, but some are doing extra hours. It was agreed another survey would be carried out in six months.

There was a discussion on how difficult it is to get continuity with GPs. Fran explained that mostly this is due to GPs being part time. Another point raised in the survey was the small font on the TV screen.

***Action: Emma to look into the font size.***

The healthwatch report was reviewed. Fran is looking into background music for the surgery and will bring some along to the next meeting.

The frequency of Forum meetings was decided to be six times a year. However, August will be omitted. It was decided the Chair and the Secretary would stand for two years.

The meeting closed at 7.30pm. ***The next meeting will be September 3 2018 at 6.30pm***