

PATIENT FORUM MEETING - WEDNESDAY 11TH JUNE 2014

MINUTES

PRESENT

Drs. Marland, Bolton & Cabral-Jackson, Elaine Blundell (Nurse Practitioner) Emily Hallett (Dispensary Manager) John MacPhee (Practice Manager) and 15 members.

Apologies were received from 10 members.

Chair: Ian Gibson Vice-chair: Malcolm Worsley

Secretary: Helen Roberts

CHAIRMAN'S WELCOME ADDRESS

Ian welcomed everyone, especially new members. Everyone introduced themselves. Two of the group (Cllr Taylor and Cllr Carter) had recently resigned and Ian read positive messages of support from both. Copies of the Clinical Commissioning Group's (CCG) '2030 Vision for Healthcare in Fylde & Wyre' has now been published, is available on their website and Ian advised all to read it. He then gave a brief overview of the CCG's function. Helen and Sue were thanked for rearranging patient information leaflets and sourcing more. During National PP Awareness week, Ian, Helen and Joan Firth had provided a PPG presence on 3 mornings at the surgery and recruited over 20 new members. In support of this week, the CCG had issued a press release which also included case studies of several local PPGs, including ours. Ian can supply a download link to anyone wishing to read the press article and Helen is able to post copies on request. As part of new NHS requirements, the PPG and the Practice need to agree an action plan to implement changes in 3 key areas. The changes have to be completed in the current financial year.

SECRETARY'S REPORT

Dr. Noblett thanked the members for the card she received during her illness. Helen and Alison Harrison had attended a 'Dying Matters' seminar at the Hospice and had both learned a lot from the day. Members were recommended to consider attending such events.

The Minutes of the last meeting were read and signed as a true record.

CORE GROUP OVERVIEW

Ian reported that the Core Group had discussed several issues, including:

1. Patient Services offered by the Practice to be widely publicised (*a list of services has been included in the Practice information booklet*).
2. To improve accessibility to the PPG, it was decided to publish contact details for some core-group members. These are now on the noticeboards in Preesall and Hambleton surgeries.

3. Automatic Doors: the group emphasised the priority of this project (*John MacPhee has had a new quote and will be sourcing others*).
4. Patient Survey. It was agreed that:
 - i. the PPG will have a major involvement in formulating the next survey (*Ian has now invited all Patient Forum members to submit their suggestions*)
 - ii. the survey needs to reach as many patients as possible, to gain a more representative result, and be as short as possible, to encourage completion
 - iii. the PPG will help with distribution and collection (*offers of help will be welcome from any member who is involved in a local club or organisation*)
 - iv. the doctors will give a survey form to patients during consultations

VIRTUAL GROUP

It was decided to explore the option of establishing a parallel online Virtual Group, for patients who cannot attend meetings. The experience of Practices already running Virtual Groups will be sought at the forthcoming Chairs of PPGs meeting.

UPDATE FROM DR. MARLAND

Dr. Marland explained that discussions on the *Neighbourhoods* scheme are progressing. The local group will consist of Over Wyre, Poulton, Carleton and Thornton practices working together to improve and add additional services. It is hoped that two initial projects could be a team to enhance care of the elderly and a service to provide Doppler studies (which would reduce the need to refer patients to hospital). The CCG has allocated two million pounds to support the Neighbourhoods scheme and groups of Practices i.e. Neighbourhoods, may apply for funding for specific projects.

A study is being made of the numbers of same day appointments required and a *Doctor First* scheme is being discussed. This system would mean that patients ringing for an appointment will speak first to a doctor who will assess their needs and make an appointment with the appropriate person, as necessary.

In October the Care Quality Commission (CCQ) will begin visits to evaluate GP Practices. It is not known when OWMC will be first be assessed.

Patients aged 75 and over are being informed of the named Doctor who will be responsible for their care. The decision will be made by looking at which doctors the patient has visited most. There will be a degree of flexibility taking into account the patient's needs.

ACTION GRID UPDATE FROM JOHN MACPHEE

See attachment.

OWMC TEAM UPDATES

Emily reported that the signing in screen has been updated to show when an appointment is at Hambleton; this will inform patients who are attending the wrong surgery.

A. O. B

- 1) Children's toys - these have been removed so as to conform to Health and Safety guidelines which require that they be disinfected twice a week. The practice feels that time spent by staff to comply with this ruling could be better used on patient care. John was asked to put up a notice to this effect.
- 2) Patients who are often not home when prescriptions are delivered will be asked to collect them.
- 3) Incorrectly dispensed prescription - if a mistake occurs at the surgery pharmacy, every effort is made to find the cause so that the error is not repeated. This is a rare problem. Other pharmacies are not obliged to report mistakes to the Practice.
- 4) Patient transport - LCC have not renewed the funding for transport, the group will look into ways to try to get the decision reversed or find alternative options.
- 5) A Chilled Water dispenser for the Waiting Room has been requested by patients. This will be considered by the Practice.
- 6) Appointments not available when requested by Doctor - this issue will be considered by the medical staff.
- 7) Car park marking - the meeting concluded that it wasn't necessary that hedges are cut regularly. A suggestion had been received that a 'No Entry' sign be placed on the right just inside the gate, to avoid the risk of cars entering the exit route.

The date of the next meeting is WEDNESDAY 10TH SEPTEMBER AT 6:30PM

The chairman thanked everyone for attending and the meeting closed at 8:15pm.