

# **PATIENT FORUM** at the Over Wyre Medical Centre

## **PRESENT**

Dr. S.Lynch, John McPhee, Elaine Blundell (Nurse Practitioner), Emily Duke (Dispensary Manager), Lorraine Bond (Deputy Office Manager), Malcolm Worsley (Vice Chair), Helen Roberts (Secretary) and 14 members.

## **PRESENTATION BY LORRAINE MORRIS FROM N-COMPASS**

Lorraine explained that the services provided by n-compass are to ensure the well-being of people over the age of 18 with long term health problems. The aim of the service is to deal with patients with one phone call or email; this ensures the patient is not dealing with several departments.

Services include:

- 1) An advocacy service which includes anyone over the age of 16 with mental health problems. This ensures that everyone can have a voice if they are unable to speak for themselves.
- 2) Carer services include a sitting in service to make sure the carer can have a break to enjoy free time. Carers are given the opportunity to discuss any support they may need. A personal budget can be provided to help them in their carer's role. Peace of mind can be given by ensuring that in an emergency when a carer may not be available, help will be given for up to 72 hours of free care. If the carer lives in North Lancashire they will be supported by Carers Lancashire, they can communicate by phone, e-mail or Skype.
- 3) A carers' chat line is open 24 hours a day.
- 4) Group sitting in meeting can be held where there is a need.

Malcolm thanked Lorraine for giving her time to come and give us an interesting and informative talk.

## **APOLOGIES**

I. Gibson, S. Farrington, Jane Hulme, J. Firth, Berriman, M. Lyden and D. Bray

**MINUTES** of the last meeting were taken as read. There were no matters arising.



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## **PATIENT CARE SURVEY 2016**

The survey will be given to patients beginning 24<sup>th</sup> September when Flu Clinics begin. Helen asked if any member wanted to distribute surveys, would they give their names after the meeting.

It was agreed that GPs and other clinical staff would hand them out to patients following a consultation. The survey will close at the end of October.

## **POSSIBLE ADDITIONAL SERVICES FOR OWMC**

Members asked for ear syringing and diabetic eye screening to be considered. Dr. Lynch said that ear syringing is not a service provided by the practice but maybe space could be given if a paid service could be provided. The Primary Care Service could be attending one day a week.

**OTHER SERVICES** that had been suggested at the Core Group Meeting and by Joan were -

- Insulin Pump clinic
- Diabetic Foot Clinic
- Dementia café
- Library for patients' use

John McPhee said that additional services had been discussed within the Practice Quality Improvement Plan (PQIP) as follows

- Extensive Care Satellite Desk
- Extended access at weekends
- Physio - service return or by an independent person
- Dentist
- Lancashire Wellbeing
- Student nurses
- WIN team
- Episodic/same day health



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## **PHARMACY<sup>+</sup> CLINICS**

John reported that Lloyds Pharmacy had signed up to the scheme but not the Pharmacy in Hambleton. Dr. Lynch suggested that the Group should write to the Pharmacy owners expressing their concern. Helen said that maybe patients would embrace the plan once they knew how it worked and that their prescriptions would still be free if they were eligible. It was suggested that the group could help<sup>+</sup> by informing patients and explaining the scheme. The leaflet on the Pharmacy<sup>+</sup> Clinics was handed out.

## **PRACTICE UPDATE**

John McPhee reported that

- a) A single bat remains in the eaves of the roof. This will be re-housed to a bat box and should not slow down the work.
- b) Builders will need to do some work at the Reception Desk and we need to use an alternative reception desk.
- c) The Practice had a successful visit from the CCG's PQIP team.

## **A.O.B.**

There was some discussion on who might be invited to open the new premises. The oldest patient was suggested and Alison also suggested that the baby (now a bit older), that Dr. Lynch delivered in the waiting room, might be another choice.

## **DATE OF NEXT MEETING (PLEASE NOTE CHANGE)**

**WEDNESDAY 11<sup>TH</sup> JANUARY 2017 AT 6.30PM OWMC**

Malcolm thanked everyone for attending and closed the meeting at 8:05pm

