

PATIENT FORUM MEETING  
Wednesday, 11th December 2013.

MINUTES

Present: TJM, JM, KB, SLH, EH, Patient Forum Members (List attached)  
Chair: TJM

**1. Welcome Address.**

TJM welcomed all members present and began proceedings by referring them to the Minutes from the last meeting (hand-outs provided).

**2. Action Points from Previous Meeting**

TJM provided the Patient Forum with the opportunity to comment and discuss action points from the last meeting and subsequently informed all present on the following subjects:

- **Survey Priorities** - JM had e-mailed all Forum Members asking for Survey Priorities and considered placing surveys in appropriate public places.
- **Healthwatch Presentation** - JM had hastened Amanda Bate for a copy of the Healthwatch Presentation.
- **Duty Doctor** - JM had raised the subject of Duty Doctor at the subsequent Practice Meeting.
- **Larger Room Numbers** - JM had investigated getting larger room numbers.

**3. Update on Practice Issues.**

TJM updated all present on the following subjects:

- Care Quality Commission
- Building Extension plans

**4. Discuss findings of the Practice Survey.**

TJM went through each question of the Practice Survey and highlighted the statistical data which had been gathered and encouraged open discussion from the Patient Forum. The statistical data including answers, graphs and comments; and copies were given to the Patient Forum members for their retention. The results of the Patient Survey stimulated lively and constructive conversation. **Action** – AMM/JM to place Survey Results on the Practice Website.

## 5. Action Plan

TJM invited all Forum members to agree an Action Plan setting out the priorities and proposals arising out of the Practice Survey. This action plan was agreed with the Forum members and the change in provision was endorsed by all present. The Patient Forum agreed to implement changes which had been raised through the Survey. The following were the salient points which the members agreed that the Practice should look to address:

- Online appointments for Hambleton - **Action:** SLH/JM to investigate implementation.
- Review text message reminders - **Action:** SLH/JM to investigate implementation.
- Booking in at incorrect place - **Action:** JM & SLH to contact Wiggly Amps or Emis to understand how to resolve this issue.
- Remind reception to ensure correct place given - **Action:** JM & SLH to speak with reception staff to check printed reminders.
- Nurse practitioner questionnaire - **Action:** KB/EB to investigate implementation.

## 6. Guest Speaker - Amanda Bate Care Commissioning Group Community Engagement Manager

Amanda Bate, Care Commissioning Group Community Engagement Manager took to the floor to discuss her proposal to develop a Chairs of PPGs Group and she brought a few copies of the prospectus with her. She also updated all members about the Health & Care Strategy 2030. Amanda made it clear that she was very impressed with our Patient Forum and what they had achieved; and said she would like to come again sometime which led us in nicely to the vote of our Chair, Vice-Chair and Secretary positions.

## 7. Vote of our Chair, Vice-Chair and Secretary positions

Amanda Bate, Care Commissioning Group Community Engagement Manager and the Doctors & Staff of Over Wyre Medical Centre oversaw the election of our Chairperson, Vice-Chair and Secretary Positions on our Patient Forum.

The Forum members were unanimous in their decisions to vote in Ian Gibson as the Patient Forum elected Chairperson, Malcolm Worsley as Vice-Chair and Helen Roberts & Mandy Bolwell who will alternate the Secretary position. It was decided that the finer details of how the committee will work will have to be refined and it was suggested that this could be discussed as part of the sub-group meeting. TJM welcomed the appointments and emphasised that the Forum was instrumental in building a good relationship and sharing of

ideas. TJM believed that talking to the Forum is a way in which to capture patient experience.

TJM reiterated that over the last year our PPG had been actively involved in highlighting areas where we can improve and now doubt the Patient Forum will continue to be a force for the good of the practice under the newly formed committee.

## **8. Other Business.**

The Forum members provided some stimulating conversation and creative discussion points. It was obvious that the newly formed committee had a lot to discuss in future meetings and they expressed their desire to meet up with JM at the earliest opportunity to plan the way ahead.

## **9. Date and time of next meeting**

- Wednesday, 12<sup>th</sup> March at 0630pm – Patient Forum

Read and agreed

TJM.....

EB.....

JM.....

SLH.....

EH.....