

PATIENT FORUM MEETING  
Wednesday, 12th June 2013.

MINUTES

Present: TJM, JM, EB, 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 JM subsequently informed all present on the following subjects:

- **Waste Medication** - EH has placed a poster board on the Reception Counter outlining waste medication and the cost to the NHS.
- **Prescription Sheet** - EH was liaising with JG and arranging for a notice on the subject of medication waste to be placed on the bottom of the prescription sheet.
- **DNA rates** - JM has placed a hard-hitting message in the Green Book reminding patients to honour previously made appointments to help reduce DNA rates.
- **Emis Access** - SH was investigating the feasibility of expanding Emis-access to more of the patient population with the ultimate aim of providing a limited amount of online appointments to begin with. This subject will be discussed at the next Practice Meeting with a view of providing a limited amount of online appointments from August onwards.
- **Letter Appointments via E-mail** - SH had investigated the feasibility of having letter appointments for patients on the At Risk Register sent as an e-mail instead. However, this would not to be implemented at the moment as the Practice only held a minority of patient's e-mail addresses.

**3. Update on Practice Issues.**

TJM updated all present on the following subjects:

- Locum GP Dr Javed Isa with us until 2<sup>nd</sup> August
- Dr Luke Holmes & Dr Joe Chesworth join on 5<sup>th</sup> August
- Dr Claire Bolton commences maternity leave 18<sup>th</sup> August

- Nurse Practitioner Kay Beaumont started 25<sup>th</sup> February
- The New NHS Landscape
- NHS111 Mobilisation Project

Initial feedback from the Forum members was that they understood that a lot of changes were taking place at Practice level and the NHS as a whole.

#### 4. Dispensary Issues

EH updated the Forum members on current dispensary issues with particular emphasis on the following:

- Delivery Service for the Housebound
- Waste medication and the cost to the NHS

EH informed all present that she had received a request from the Delivery Driver asking her to inform all that the primary use of the Dispensary Delivery Service is for the housebound. EH advised that we are however, willing to provide a delivery service upon request but patients need to ensure that they will be at home to receive their medication as the driver does get frustrated when patients are out when he arrives. The Forum members agreed this was frustrating for the driver and suggested that a reminder should be placed in the Green Book for wider dissemination and this was agreed with TJM and JM. **Action** – JM to place a reminder in the Green Book reminding patients that they need to ensure that they will be at home to receive their medication.

EH advised the Forum members that that a poster outlining the subject of waste medication and the cost to the NHS was now situated on the reception counter and she was working out how to place a message on the bottom of the prescription sheet. **Action** – EH to liaise with JG and arrange for a notice on the subject of medication waste to be placed on the bottom of the prescription sheet.

#### 5. Agree Priorities for the Survey

TJM updated all present on the fact that we need to agree priorities for the Practice Survey just as we did last year. The Forum agreed that last year's survey was a lot easier to create as the priorities agreed then had been rectified. The Forum members decided that it would be better to e-mail members asking them for their input on this subject and any salient issues they think the survey should incorporate. Furthermore, the Forum members suggested that when the Survey is created it be placed in suitable public places such as Lloyds Chemist, Post Office etc with a box where we collect them. **Action** – JM to e-mail all Forum Members asking for Survey Priorities and consider placing surveys in appropriate public places.

## **6. Discuss invitation to the Patient Forum workshop on Tuesday 18<sup>th</sup> June 2013.**

TJM discussed an invitation we had received from Amanda Bate, the Community Engagement Manager to attend a Patient Forum Workshop on Tuesday 18<sup>th</sup> June at Wesham. TJM highlighted that the idea of the workshop was to gather suggestions and hear about CCG engagement initiatives. The Forum members were interested to hear that the CCG is placing Patient Engagement as a high priority and Malcolm Worsley, Ian Gibson and Helen Roberts all agreed to attend. **Action** – Practice Staff and Malcolm Worsley, Ian Gibson and Helen Roberts all to attend workshop event at Wesham.

## **7. Other Business.**

The Forum members provided some stimulating conversation and creative discussion points. There was an excellent review of practice business which highlighted the following:

- **Text Reminders** – The subject of text reminders was raised and that the timing of reminders could be much better, perhaps being released 48 hours before an appointment. **Action** – SH to investigate the feasibility of changing the timing and release of text reminders.
- **Private Trusts** – Joan Firth provided some invaluable advice on how to apply for funding from Private Trusts and the Moons Trust. Joan Firth agreed to send the relevant information to JM for further investigation. **Action** – JM to investigate the feasibility of making an application for funding to private trusts.
- **DNA rates** – The Forum Members found the situation with DNA rates unacceptable and suggested that letters should be issued to offenders. **Action** – SH to liaise with TJM with a view to wording an appropriate DNA letter to offenders.
- **Emis Access** – Stephen Farrington suggested that the practice investigate the feasibility of expanding Emis-access to more of the patient population with the ultimate aim of providing a limited amount of online appointments to begin with. TJM agreed that this subject will be discussed at the next Practice Meeting with a view of providing a limited amount of online appointments from August onwards. **Action** – SH to provide a limited amount of online appointments from August onwards and JM to advertise Emis Access in the Green Book and provide the relevant link.
- **Patient Forum Minutes** – The Forum members suggested that the Minutes from our meetings be promulgated on the Practice Notice board and also placed on the Website. TJM agreed that this was a good idea. **Action** – JM to place Patient Forum Minutes on the Practice Notice board and Website.

- **Practice Website** - The Forum members highlighted that trying to find the Practice Website was very confusing as there were two to choose from. TJM & JM agreed that this was an issue to be addressed and in the meantime JM would place a link to the most up to date website in the Green Book. **Action** – JM to place a link to the updated Practice Website in the Green Book and investigate how to resolve this anomaly.

**8. Date and time of next meeting**

- Wednesday, 11<sup>th</sup> September at 0630pm – Patient Forum

Read and agreed

TJM.....

EB.....

JM.....

SLH.....

EH.....