

DUNELM MEDICAL PRACTICE
 PATIENT FORUM MINUTES
 Wednesday 16th December 2015 at 1.30pm



In attendance: Dr G Welsh, Scott Greenwood (chair), Carol Greenwood – minutes
 Patient Forum members: RC, TC, NM, WG, ST, RC

Apologies: JW, CW, JH, SM, MW, Nicola Murray

	Action
<p>Scott had invited Nicola Murray, SystmOne online trainer to the meeting but unfortunately she was unable to attend on this occasion.</p>	
<p>1 Minutes of previous meeting – 16th September 2015 The minutes were agreed.</p>	
<p>2 Matters arising from minutes – 16th September 2015</p>	
<p>2.1 Advance appointments – Scott raised this at the Head Receptionists' meeting and they have agreed to make sure that all staff know to be exact in how they word this. Having no appointments available is very different from not offering advance/pre-bookable appointments.</p>	
<p>2.2 Telephone system – Scott reported that discussions with regard to providing an MP3 music system are still underway with Russell Telecom and various options have been given. The price is quite high and will need to be approved by the partners.</p> <p>A patient forum member suggested that a message be given to patients while on hold eg "there will be a silence while you are being connected. Please do not think you are being cut off".</p> <p>The patient forum members unanimously agreed that this would be the best option and £400 quoted for the MP3 music system could be put to better use. Scott will discuss the option with Russell Telecom.</p>	Scott
<p>2.3 Scott has discussed with the head receptionists the issue of receptionists asking too many questions to find out if the patient would like to see another Healthcare professional other than a GP. A list of what a Nurse Practitioner can do is now on the website and TV screen. The forum members asked if this information could be on the telephone system while patients are on hold.</p>	Scott
<p>2.4 Scott reported that the Practice is continuing to encourage users to use the online booking system. Having looked into the various issues we have added a Pharmacist questionnaire to the SystmOnline site to try to help with the issue of resetting repeats. Unfortunately we cannot alter SystmOnline. Other options will become available in March when the Practice will be offering Coded record access.</p>	Scott
<p>2.5 Scott has produced a SystmOnline user guide which is on the practice website.</p> <p>A member asked that if pressing the home icon whether it goes back to the online system or to Dunelm. Scott said it should go back to the SystemOne online page but will check.</p>	Scott

2.6	Proxy access – a forum member said it was very useful but need to log on and off to access patient you have proxy access to. Scott will read through the technical document.	Scott
2.7	Scott has been working with the website company, practice staff and members of the patient forum to come up with a suitable new website design – agenda item.	
2.8	Scott has slowed down the messages on the Patient Information Screen TV.	
3	<p>Practice Website Design</p> <p>Scott tabled 3 website designs and the favourite was the first design; a more simplified version of the current website. The practice logo would appear on the right-hand side and colours will be that of the logo. There is no scrolling and no waste of blank space. The other two designs were more fiddley. The selection was based on comments from the patient forum members, staff and GPs and having taken everything into consideration. Scott will be working on a mock-up with the website people who have said it the current website is on an old platform; the chosen design will be on a new platform. This is an ongoing project subject to change.</p>	Scott
4	<p>North Durham Patient Reference Group (NDPRG) - RC</p> <ul style="list-style-type: none"> • RC said he was happier attending the recent meeting than when he first attended as the rep. RC is trying to encourage the group to concentrate on practice issues rather than hospital services. There is a wealth of different services and members tend to look at services that are applicable to them. RC said that one member raised an issue that a rheumatology consultant has retired and patients are unaware. The chairwoman would not discuss although it was a group issue and not an individual issue. Elements of the group, however, are good. Scott said he would speak to the head secretary about referrals for rheumatology and ask her to investigate. Scott said he believes RC has made a difference by attending the meetings because practices are being asked to feed in. • RC had contacted TPP in Leeds about SystemOne so he could gather facts to take back to the forum but had been appalled by the response ie we do not talk to users and only interested in the people who pay them. RC contacted the chief operating exec (COE) of NDCCG to ask if they were in breach of the terms of the contract. RC had been very impressed with the COE who listened very carefully and said she would personally look into it and report back at the next NDCCG meeting. Scott said he would email Nicola Murray to ask if Nicola Bailey has been in contact. Scott explained that practices in the CCG use different clinical systems and therefore the NDCCG could only focus on issues that are relevant across all practices. 	Scott
6	<p>Friends and Family (including renovations to Gilesgate)</p>	
6.1	Scott tabled the Friends and Family comments that have been made over the last three months; the comments are looked at each month and relayed to staff.	

	There is potential funding for Framwellgate and Gilesgate. All walls will be painted with special paint for infection control. Work will be done to the entrance at Gilesgate so that it is more accessible.	
6.2	Scott will bring the Patient Registration pack to a future meeting.	Scott
6.3	Scott tabled the practice brochure that he has created and is available on the website. The brochure will also be available at the 3 sites. The brochure will be emailed to forum members for comments.	Scott
6.4	A member raised an issue with 28 day prescriptions; had previously been able to get 3 months and believes that responsible people should be allowed to continue with 3 monthly. A 28 day pack of warfarin only lasts for two weeks and feels she is being judged by people who stockpile medication. RC will contact the practice pharmacist, Marie Sayer, who is working through all patients' medication to synchronise repeats.	Scott/ RC
7	<p>Developments for next year to feed into Practice Development Plan</p> <p>Scott tabled a list of suggested topics for development and asked the group to select four areas.</p> <ul style="list-style-type: none"> • Premises improvement at Gilesgate and Framwellgate Moor • Pre-bookable appointments – using slips to allow receptionists to book an appointment in advance • Booking double appointments for multiple conditions • Further training for reception staff <p>Scott will email all forum members with the 'suggested topics for development' that was tabled at the meeting and ask for comments.</p>	Scott
8	<p>Any Other Business</p> <p>None</p>	
9	<p>Date of next meeting</p> <p>To be confirmed</p>	