

## **Dunelm Medical Practice**

### **Patient Forum Meeting Bearpark Board Room 8<sup>th</sup> March 2011 at 1.30pm**

#### **Present:**

VW, RC, TC, AC, JW, NM, MSh, JI

#### **Apologies:**

HC, GN.

#### **1 Introduction**

The aim of the forum is to bring ideas and issues to the meeting, and to help instigate change for the benefit of the patients and the practice.

M Sh welcomed the patients, thanked them for giving of their time and introduced herself as the new Practice Manager from January 2010.

The forum members introduced themselves and gave a brief history of their experience with the practice.

A general discussion took place on the unsure future of the NHS. The patients gave positive feedback on their experience with the practice. Concerns were raised for the future of contacting other services.

#### **2 Meeting KC (Lay Member PBC)**

The forum was asked if they are willing to meet up with and link in with KC. M Sh to arrange a meeting in April.

#### **3 Durham and Chester le Street Carers -Presentation**

All members agreed to meet with the Carers Association - M Sh to arrange a meeting, hopefully same day as the PBC lay member.

#### **4 Practice Website**

M Sh handed out a practice leaflet and explained that practice were in the process of commissioning a new website. The forums suggestions and comments will be vital. The members were asked to take the leaflet away and feed back comments to MSh. When the work is complete the site will be presented to the forum before going live. It was commented that web links were very helpful.

They were in favour of on line prescriptions and appointments

#### **5 Future Meeting**

It was agreed to meet quarterly on a Monday over the lunch time at Bearpark.

Next scheduled meeting will be in July where the patient survey will be discussed.  
Papers of the survey will be sent out in the post or emailed in advance.  
MI Sh to contact the members with dates of next meeting.

**6 AOB** - non meeting closed at 2.30pm