



Dunelm Medical Practice

Patient Forum Meeting Bearpark Board Room: 22nd October 2012

Present: MSh / NM / GT / VW / AC / TC / MC

Apologies: WM

1. Clinical Commissioning Group Constituency Lead

As from 1 September 2012 Dr David Smart has taken up the position of Constituency Lead GP for Durham with the North Durham Clinical Commissioning Group. He will be out of the practice 3 sessions per week. Dr Smart has experience as Clinical Governance lead with the PCT previously. He will represent the Durham Practices in future commissioning decisions. Forum members were concerned on the impact him being out of practice would have on patient appointments

He will be working in practice on a Monday and Thursday. MSh reassured the members this has been considered and will be monitored.

2. New Partner

The Partners have decided to replace Dr Smart's 3 Sessions with a new partner, Dr Jenny Bains. She will cover 4 sessions per week from 1st November 2012. Her working days will be Tuesday and Wednesday which will cover the days Dr Smart is out of practice.

3. Nurse Practitioner

The practice is investing in extra nurse practitioner sessions over the winter months, November to end of February. She will be doing sessions at all sites and doing home visits to cover nursing homes and house bound as well as minor ailments.

The forum made suggestions on advertising the sessions and how to promote the patients that she can see. The practice will produce a small hand-out sheet to be given out to patients.

4. Winter pressures

The practice is making use of additional funding to increase services to the housebound patients, increasing extended hours on a Monday evening and opening the surgery on a Saturday morning from 8am till 1pm at the Framwellgate moor site for all of our patients. Some of these appointments are pre bookable and some will be available for walk-in patients.

Advertising all of the above was discussed and it was agreed that a quarterly newsletter will be a good idea. MC suggested calling it "Help Yourself" - Website information will be updated to reflect the changes and the newsletter will be attached along with other policies the practice is reviewing at the moment. AC suggested advertising the winter sessions in the Durham advertiser and will forward contact telephone numbers.

5. Forum Membership

Membership will be on an annual tenure; new members will hopefully include more representatives of all 3 sites. Existing member's tenure will end in May 2013.

6. 2012/13 Patient Survey

From the previous survey it was agreed to pilot a triage system it was found to work and we now employ a nurse practitioner. Online booking was suggested to give better access; this has been running since June. On line repeat prescriptions were also introduced via the website at the same time as appointments. Text messaging is being used to remind patients of appointments to help reduce DNAs. MSh included a copy of CFEP patient survey when sending out agenda.

Comments from the forum were it not very explicit; other comments were made about surveys in general. The practice will go ahead with the survey.

7. Any Other Business

Date and time of next meeting to be agreed.