

DUNELM MEDICAL PRACTICE



MINUTES OF PATIENT FORUM MEETING
Wednesday 16th September 2015 at 1.30pm

In attendance: Dr G Welsh, Scott Greenwood (chair), Sister Shaleen Christie
Patient Forum members: ST, BG, RC, TC, RCho, NM
Carol Greenwood – minutes
Apologies: SMcV, JS, MT, CW, MS, JH, SO, MW

1	Minutes of previous meeting - 17 th June 2015 The minutes were agreed.	Action
2	Matters arising from minutes - 17 th June 2015	
2.1	<i>Pre-bookable appointments</i> – Scott has spoken to both head receptionists with regard to a patient forum member being told that advance appointments are not available and that it is both incorrect and unacceptable. Scott is raising this at the head receptionists' meeting on 10 th September to re-affirm that pre-bookable appointments are available.	Scott
2.2	Helen Collier will discuss at the next partners' meeting the possibility of GPs who request patients book future appointments, to issue an appointment slip for patients to take to reception	Helen
2.3	<i>Telephone system</i> – Scott is in discussion with Russell Telecom about providing an MP3 music system so that patients are not met with silence while on hold.	Scott
2.4	<i>Patient leaflets</i> – <i>Choose the Right Care & Choose the Right Staff to see</i> are on display on Notice Board TVs and <i>Choose the Right Staff</i> is being attached to prescriptions. A forum member commented that she had specifically asked for a GP but was still questioned and faced with going through the whole rigmarole to justify why she needed to see a GP. She was at work at the time and did not want people around her to hear personal details. Scott will discuss at the next head receptionists' meeting to come up with a solution.	Scott
2.5	The Noticeboard TV is being put up at Framwellgate in two weeks' time.	
2.6	Friends and Family – has been updated on the website and comments are taken to the partners' meeting.	
3	Patient Reference Group update - RC	
3.1	RC said he has attended two PRG meetings as a representative of Dunelm Medical Practice. As a newcomer he had been an observer and found it mysterious, lots of jargon and was not impressed. There was a lack of focus and did not seem to have a purpose. At the patient forum, the members meet admin staff and GPs and feel that their voices are being heard and acted on. The initial impression of the PRG was that it was a discussion group The meeting lasts approx. 2.5 hours and seems to be no rush on time; the minutes seem to be very similar from meeting to meeting. RC would be interested in views and progress on ambulance response time and the proposed 7 day working week. Scott said that the meeting is meant to direct CCG with another level of feeding in and hearing patient voices. RC said he might feel more positive at the next meeting. Scott will feed back to the CCG after RC has attended the next meeting.	

4 Practice Development update – Theresa Huddart

Unfortunately Theresa was not able to join the meeting today. Scott reported that Theresa is keen on partnership with local communities. Theresa has been in contact with the community centre, and a representative from the Methodist church to discuss working with our practice. Historically there are a small number of specialist services in local areas that work independently and it would be useful to have a list of them and establish links.

5 Information Quality Update – Scott Greenwood

5.1 Dunelm currently have 3868 registered online users who can book appointments or order repeat prescriptions. The figure represents 32% of the practice population and the online appointments are pro-rata. Reception have been asked to encourage patients to register and there is an advert on the TV Noticeboard to encourage more users.

5.2 Scott tabled a patient information leaflet and asked from a patient's perspective what would encourage patients to use the online booking service. (1) One member said that the system does not always work. (2) Blood results are not filtered in. (3) There is no process to reset on a repeat. Scott will highlight with the practice pharmacist Marie Sayer. Dr Welsh will take to the partners' meeting and look into it.

5.3 Scott will produce a simplified online booking instruction sheet.

5.4 Marie is working with partners and registrars to get repeat medication synchronised.

5.5 A founder member of St Joseph's 2-4 club said there were a lot of old and infirm members in the group. Scott will discuss with Theresa regarding a visit.

5.6 One patient member commented that there is no confirmation when booking appointments and had been told there had been a problem with password changes. Scott commented that on booking an online appointment the system asks for a patient to confirm before making the booking. This is the final step that is often missed by patients. Scott was unaware of a problem when changing passwords. However, if there is a problem, please contact Scott or Carol to investigate at the time of the incident; it is difficult to solve a problem that is historical.

5.7 Scott informed the group that national guidance is to provide an online service and this will grow. One patient commented that she would not go to the doctors if she had to use a computer screen and would only go if accompanied by her daughter. New technology is frightening for some people.

5.8 A forum member commented that the home page of the website should be simplified and the home page should appear on one screen but with the Dunelm Medical Practice website one has to scroll down to find information. The 'log in' needs to be more prominent and too far down the page. Scott commented that he will soon be able to have control over the website and design. In the meantime he will discuss the issues with his website contact.

5.9 Repeat dispensing is in its infancy with the pharmacies. Marie offers telephone consultations to review patient medication. There is a contact form for the pharmacist on the website which is useful rather than going through a GP. Scott will speak to Marie and highlight the issue with 28 day supply. Dr Welsh said the 28 day supply was introduced to reduce wastage originally and to monitor patients' medication.

5.10 Carers – The latest edition of the practice newsletter, which is available on the practice website, focuses on carers. Only 198 people have

Scott
Dr Welsh

Scott

Scott

	<p>identified themselves as carers; far less than the 10% national average. Scott asked the forum members for suggestions on how the practice can engage with the hidden population. There are potential benefits that carers may be unaware of. Carers are in a vulnerable position and the practice needs to support them. Scott asked everyone to read the newsletter and to let people know in the community.</p>	All
5.11	<p>At the request of the members, Scott will slow down the TV noticeboard which is moving too fast for people to finish reading.</p>	Scott
5.12	<p>Agenda item for the next meeting will be – How the Practice will approach 7 day working.</p>	Agenda
6	<p>Date of next meeting Wednesday 16th December 2015</p>	

Meeting ended 2.40pm