

DUNELM MEDICAL PRACTICE
 PATIENT FORUM MEETING
 Wednesday 17th June at 1.30-3.30pm

Present: Dr Geoffrey Welsh (GP), Helen Collier (Business Manager) Scott Greenwood (Information Manager), Shaleen Christie (Practice Nurse), Catherine Findlay
 Forum members: SM, MS, JH, RC, SO
 Apologies: TC, RC, VW, AC, MT, RSB

	Action
<p>1 Welcome and Introductions HC introduced Catherine Findlay from North Durham CCG and explained the purpose of her presentation. HC introduced all members of Practice Staff present.</p>	
<p>2 Minutes of meeting – 15th April 2015 The minutes were agreed.</p>	
<p>3 Matters arising from previous minutes GW mentioned the new Child Crisis Team and how the team works. SM added that this team has now moved into Police stations in the area. HC outlined the provision of this service and SM revealed that the service has centres in Darlington and Consett. A discussion followed regarding possible reasons for the introduction of this service.</p> <p>RC noted that an issue had occurred when trying to book an appointment at Gilesgate whereby his wife had been told that appointments could not be booked in advance. SG noted that RC had spoken to Carol Greenwood and that he and Carol had spoken to the branch and clarified what receptionists should be saying when speaking to patients about appointments. HC and SG stated that this would be picked up and further training provided to receptionists.</p> <p>A discussion followed about the possibility of GPs booking appointments on behalf of patients as a solution to patients having to request from receptionists. It was decided that this was generally impractical, but that the practice would look at the possibility of GPs giving patients a signed slip to take to reception. GW noted that GPs should not state that an appointment should be made in two weeks, but rather 'the next available appointment'.</p> <p>JH made the point that the current telephone system is silent following the initial message, and therefore patients are not always aware that they are in a queue. SG and HC are to look at the potential option of having Russell Telecom provide music during this hold period.</p>	<p>HC SG</p> <p>HC/SG</p> <p>HC/SG</p>
<p>4 Secondary Care Costs presentation SM noted that there is a general lack of knowledge and understanding in the community about where the available Walk – In centres are located. SC made the point that she only recently became aware that Peterlee Walk-In centre had an x-ray facility. General discussion took place regarding the Walk-In and A&E service and particularly about how patients are able to turn up at any Walk-In centre. HC clarified the position with regards to the 111 service, noting that this is not a requirement of turning up at a Walk-In centre or A&E, but that it can reduce the</p>	

	<p>waiting time.</p> <p>HC then led a discussion with forum members concerning the best ways to educate the practice population about the services available to them, and which services they should use for particular illnesses/injuries. Suggestions included using SMS messages, e-mailing to patients in a PDF format, providing leaflets in surgery, putting information on the practice website, changing the practice answering machine message to more clearly state the services available, using the local Parish Council noticeboards, having receptionists inform patients, and adding notices to boards in practice and to the new Noticeboard televisions.</p>	HC/SG
	<p>A general discussion followed regarding SMS messaging and the reasons why this is used by the practice to reduce the number of DNAs (Did Not Attend). A further discussion outlined the practice policy about DNAs.</p>	
	<p>CF continued the presentation and led a discussion amongst the group in which she explained and described the facts and figures of the presentation and revealed that practices are compared directly in order to highlight any outliers and provide individual practice with insight into patients who may need support.</p>	
	<p>All members discussed the most appropriate and effective places to be treated for various conditions, and it was noted that the Pharmacy is excellent for many conditions, including certain children's conditions. It was also noted that supermarket pharmacies are incredibly convenient for some patients, but not so much for those who live more rurally.</p>	
	<p>HC led a discussion about a graphic to illustrate and represent the most suitable places for various types of treatment and 'When to Attend A&E', and where the best place might be to advertise in order to educate the practice population. Suggestions included noticeboards, noticeboard television, the back of appointment cards and on leaflets. HC and SMG are to create a version with a North Durham slant to be e-mailed to the group for comment and HC will investigate to see if this can be produced by the CCG.</p>	HC/SG
	<p>The group thanked CF for a very good presentation. CF to revisit the group in 6 months.</p>	CF
5	<p>Information Quality Update SG briefly outlined the introduction and purpose of the new patient arrival touchscreen and Noticeboard television at Gilesgate. He also outlined the plans at Bearpark and Framwellgate Moor.</p>	
	<p>A discussion followed analysing the feedback from Friends and Family Test. Certain problems were identified by RC and SM in ordering repeat medication online and SG guaranteed that he would investigate with Marie Sayer.</p>	SG
	<p>SG noted that Friends and Family feedback would be updated monthly and shared on the practice website.</p>	SG
6	<p>Any other business</p>	
7	<p>Date of Next meeting Carol Greenwood will email the group with the date and time for the next meeting.</p>	CG