

DUNELM MEDICAL PRACTICE  
PATIENT FORUM MEETING  
Wednesday, 4<sup>th</sup> February 2015 at 12 noon

Present: Dr Geoffrey Welsh, Theresa Huddart, practice/development manager (chair)  
Scott Greenwood, New patient forum member - RC  
Carol Greenwood, office manager (minutes)

Apologies: RC, TC, VW, AH, RS, RIC, Shaleen Christie

	Action
<p><b>The patient forum meeting was not quorate therefore no decisions could be made and the meeting was for discussion only.</b></p>	
<p><b>New patient forum member commented on the initials of members when reading previous meetings and asked why full names had not been minuted. It was explained that initials were used for data protection purpose but it would be raised at the next meeting that the new member had no objection to his name being written in full.</b></p>	
<p>1 <b>Minutes of last meeting – 12<sup>th</sup> November</b> Unable to agree – not quorate.</p>	
<p>2 <b>Matters arising</b> Elekiosk – it is a regulatory requirement to carry out a patient survey every year to record patient experience. The Elekiosk takes away the onerous task of patients completing a lengthy questionnaire and records patient experience on their visit. It is also an information point. There is a general reluctance to use the screen and some patients are not aware that it is there for a purpose. Scott will be working with reception staff to help make patients aware and notices will be displayed. RC was conscious that it was at a height where patients could see what was being entered on the display screen.</p>	Scott
<p>3 <b>Scott Greenwood – Information &amp; Quality Manager:</b> Scott's role in the practice is to work with GPs, registrars, nurses and admin staff to streamline processes and ensure all information put on the system is correct. Scott is trying to make it easier and quicker to carry out tasks. A lot of work will be done with patient reporting and identifying groups of patients eg diabetics. In addition, Scott will be looking at government guidelines with the aim of working towards improving patient services.</p>	
<p>4 <b>GP appointments – Theresa Huddart</b></p> <ul style="list-style-type: none"><li>• Funding is available for extended hours and there will be an evening session at Gilesgate (Mondays) and Bearpark (Tuesdays). A late surgery on a Monday in Framwellgate is already in place.</li><li>• Gilesgate site is under pressure to offer additional appointments especially on a Monday. It was hoped to put forward today a proposal to patient forum members for open access to Gilesgate on Mondays to alleviate pressure for patients and GPs. If patient forum members are in agreement a walk-in centre could be piloted on Mondays to get away from pre-booking appointments. It was agreed to pilot and discuss in detail at the next meeting.</li><li>• Theresa said that the CQC inspectors are in the process of inspecting every practice in the country to ensure safe and sound practice. The</li></ul>	

inspectors will ask to meet members of the patient group. One of the areas they will be interested in is access of patient appointments. As part of improving patient services, Scott is looking at touch screens for patients to self-check in.

Scott

- RC commented that his son had sat in the waiting room for 2 hours and when enquiring at reception was told that the surgery was closed. On another occasion a GP told his patient to make an appointment with reception for the following day but reception said he would have to wait until the following day to make an appointment. Dr Welsh said that this should not have happened and it should be the GPs responsibility to book in. These issues will be fed back to the partners' meeting.

GHW

5 **Patient Survey**

Patient forum members will be invited to help set questions for the patient survey; a list of questions will be provided at the next meeting for members to comment/add.

6 **Premises update**

- Funding was granted for Bearpark to renovate loft as a storage space for all patient records and is almost complete. Work will start on disabled access to the front of the building and is expected to be complete by end of March 2015.
- Currently looking at a 3-5 year feasibility plan to make more use of the space at Gilesgate and Framwellgate.
- RC commented that Gilesgate's additional car park is owned by Three Rivers Housing Association.

7 **Durham Community Action membership**

Leaflets and forms have been posted to members to see if anyone is interested. Dunelm has no representation.

8 **Tesco draw**

The draw for those patients who have given their mobile numbers will be deferred to the next meeting. Theresa and Scott stressed that the mobile numbers are for strict use by the surgery and used for reminders of appointments (to reduce the number of DNAs), flu campaign, etc.

Carol

9 **Any other business**

None

10 **Date of next meeting**

Wednesday 15<sup>th</sup> April 2015 at 1.30pm

Meeting ended 1.10pm