**PATIENT FORUM MEETING**

**18 15 Wednesday 10 April**

**Marple Methodist Church**

1. THOSE PRESENT :

MH, SW, TS, SO, NO, SJ, RG, MR, KW, JC

APOLOGIES: YK, JG, CP, JT, JB, LG

2. MINUTES AND MATTERS ARISING.

These had previously been circulated and so were accepted.

3. PATIENT FORUM GOALS

We agreed that we wish to help with any Health Promotion plan; we are happy to aid any presentation; we hope to continue to invite patients of other practices to our talks and we wish to promote Stockport Together.

Links with other committees are being developed with the help of James Brown, Director of Communications. Links with the community are also being developed with the help of Laura McDonald and the Methodist Seed cafe. MH attends as many meetings as she can and has been a volunteer at the Seed Cafe.

4. PATIENT FORUM POLL

A patient poll have been developed to identify preferred patient presentation subject and invited will be sent to patients and paper copies in the practice.

5. PRACTICE UPDATE by DR WISE

A. Staff changes

Dr Liu is completing his GP training and finishes 12 April.

Drs Mitchell, Aly and Greenhalgh finished their practice placement on 2 April.Dr Green and Dr Brodie have commenced their placement and will be based at the practice for four months

B. Update on new Services

(i) Self Care Coordinator

Laura McDonald the Self-Care coordinator helps with the non medical issues for patients on Monday evenings. This involves help with lifestyle advice, financial advice and managing long term conditions.

(ii) Weekend appointments

Marple Cottage is open on alternate Saturdays 8:00 to 12:00 to all Stockport patients (bookable directly by the patients’ own practice. These appointments are for pre-booked, non urgent cases only, and the out ogf hours service (Mastercall) is still responsible for urgent / emergency care.

(iii) Smoking CessationThere is a Smoking Cessation clinic on Friday afternoons each week and patients can book an appointment through reception.

(iv) Practice Pharmacist

Pharmacists have been recruited to work across the Marple ‘neighbourhood’ to help with reviewing medication and to promote the use of online services and electronic prescriptions.

C. Active signposting

This is a nationwide initiative to help the support team to discuss the reason for requesting an appointment so that patients can be directed accordingly. ie sometimes a physio could advise best on muscle or joint pain. KW confirmed that training has been happening.

D. Primary Care Networks

The current Neighbourhood structures are under review as a result of the Contract changes in 2019 which are encouraging practices to join with other practices to create Primary Care Networks (PCNs). These groups will be responsible for sharing staff resources and investing some of their own monies to pay for physio and pharmacists, separate from Viaduct (the GP Federation).

Marple Cottage is in discussion with local practices about groupings and plans must be submitted by 15 May 2019.

E. Outstanding Practice presentation at CQC 27 March 2019

JT and DR MAA were invited to present a talk at this national event in London and thus share experiences.

**The Practice would like ideas from the PF about how to team up with local projects that provide care to the local population. NB The Heatons have some experience of this. Dr SW will ask about it.**

People who can offer ideas or experiences are welcome to speak to the Practice.

We are keen to be involved and are compiling a list of useful contacts and organisations. We will work on this.

G. Premises Development

The Practice is awaiting feedback from the Planning Department on objections from local residents to the proposed plans.

F. Health Promotion Strategy

There will be a focus on the following areas

* Reducing smoking
* Promoting health through self care initiatives and improving the health of vulnerable people
* Diabetes prevention week in April
* National Carers week 10 - 16 June 2019
* Park runs and encouraging people to join in.

**There was great interest in the presentation by Dr SW and we will submit ideas to MH so that appropriate lists can be made**.

6. Events and Presentations

We have a talk on Mental Health booked with Gina Evans at 19:30 on 24th July 2019. We hope for good attendance and will work hard at publicity nearer the time. All ideas welcome. We would like other practices to show interest and will, as previously ,have posters, publicity in magazine and on Marple Community hub. Dr AA might be able to sound out the other practices.

We will have a talk in the Autumn...perhaps on Diabetes to help the Practice initiatives. We discussed having a car park event with health promotion stalls etc but this all needs publicity.

Text messaging still seems the best way of spreading the word since older patients do not always have internet and do not do social networking. TS to investigate.

It would be useful if this could be reintroduced as well as the TV screen in the waiting room. TS to check on that.

**PLEASE SUBMIT ALL IDEAS RE LOCAL SUPPORT TO MH AND NOTE THAT MEETINGS WILL BE PUBLICIZED AS THEY ARE ARRANGED.**

**Next Meeting...tbc but note July 24 and promote please.**