**PATIENT FORUM MEETING**

**18 15 Wednesday 23 January 2019**

**MARPLE METHODIST CHURCH**

**1 THOSE PRESENT**

MH, NO, SO, JB, JC and PS

**2 APOLOGIES**

JT, GN, JG, CP, RG, SJ, MR

**3 MINUTES OF LAST MEETING AND MATTERS ARISING**

Minutes had been circulated and there were no matters arising.

**4 CHAIRPERSON’S REPORT.**

See below

**5 PRACTICE UPDATE**

We thank PS most sincerely for coming to give us the update after JT had been detained and was unable to attend.

**A Flu update**

Attendance has been good with Marple Cottage Surgery being in Stockport’s top 3 practices for vaccinating Over 65s, Under 65s, pregnant patients and children between 2-3years. Nationally the delivery of the over 65 year olds vaccines were staggered over September – November which means that some patients are still booking in for vaccination. It is a considerable campaign and planning for clinics in September 2019 has already started!

**B Health promotion**

The Practice has encouraged certain measures such as Couch to 5K, CVS screening etc. It intends to continue to promote knowledge about healthy living. Thank you again to Drs Al-Ausi and Dr Johnson for giving us such helpful talks.

**C Developments**

1. Active signposting

A Stockport together initiative called Active Signposting is now underway which involves training receptionists to be aware of alternative services for patients to access quickly without having to wait for referrals from GPs. For example sometimes an appointment with a physiotherapist is more appropriate than one with a doctor. Receptionists across Stockport are having training to be help direct patients, for example, to support from Stockport Carers, Mental Health services and Social Services which always has a duty officer available to advise.

1. Child online access campaign

At present under 16s cannot access their records on line. Following requests from patients asking for access we are intending to implement the BMA guidance which suggests that parents can be given access to a child’s medical record up to the age of 11 years, after which the child, if deemed competent, can be given access. In this situation the child can give the parent proxy access.

1. Nurse online appointment plan

Nurse appointments are not currently available to book online due to the variability of appointment times for nurses due to the different procedures they perform. However, following suggestions from patients in the 2018 patient questionnaire we are investigating if can trial offering nurse appointments online for specific procedures of the same length of time eg blood pressure or smears. There will be ongoing discussion.

NB Online appointments are useful but patients sometimes do not notice the date of availability and come on the wrong day.

1. Patient Feedback and polls

The practice is keen to conduct more Patient polls in 2019, and the Patient forum felt that it might be helpful to gain views of patients to influence talks and future forum activities.

1. Premises Development

The NHS encourages GPs to develop and improve facilities and arranges funding. Last year Marple Cottage Surgery investigated improving the reception area and consulting rooms with improved access for people who find stairs difficult. Provisional plans have been submitted and neighbours contacted by the local authority. It is in the very early stages.

1. **Additional GP and nurse appointments**
2. PS explained Marple Cottage Surgery participation in weekend surgeries and explained that there are also additional evening appointments at Kingsgate house, Wellington road South (near Debenhams) and Mastercall are currently providing some same day morning and afternoon appointments
3. **EVENTS**

Suggestions for talks were for Mental Health issues, Smoking, the Menopause, Prostate health, Nutrition at Different ages, Prevention of slips and falls, DIY diagnosis, Diabetes.

Perhaps we could take a poll and then start to arrange talks...perhaps two a year.

1. **AOB**

None but please look at the report where dates have been suggested for meetings..talks perhaps July 17 and Sep 18 with a big planning meeting in April..perhaps 10. Moreover perhaps Apr 10 could include a little party for out 10th birthday.

**PATIENT FORUM REPORT**

**MEETING ON JAN 23 2019**

REPORT ON 2018

1. STOCKPORT TOGETHER

A The meeting with Tim Ryley was well attended and informative. James Brown, Director of Communications, was present at the meeting and now invites PF reps..me..to various meetings which I try to attend when possible. We can learn a lot from them.

NB Tim Ryley has now moved on. There seem to be many and constant changes.

B Clearly Stockport Together is very complicated, long drawn out and and political;many committees, meetings but slow progress.

C The involvement of other practices is also complicated. It seems worth continuing to invite patients from other practices to talks but we need also meetings for Cottage Surgery members only.

1. TALKS

The dementia talk was well attended and open to all. Thank you to Dr Al Ausi. Various contacts were made through the talk with people involved in general patient care.

The alcohol talk , though well publicized, did not attract many people at all.

The Childhood ailments talk was better attended and very useful. Many thanks to Dr Johnson.

PUBLICITY Now, in the absence of text message publicity, we put up many posters...thank you to the team...We put the notification in Inside Marple and have access to the Community Hub site. However, people are busy and do not read notices. Despite posters in other surgeries attendance from outside Cottage was limited.

2019

I wonder about holding 2 talks...thank you Ron for ideas ... nutrition, prevention of accidents, when to ask a doctor...plus smoking, diabetes etc. Perhaps they could accord with Cottage Planning for Health promotion.I suggest one in July...perhaps 17...and one in Sep ...perhaps 18 with a big planning meeting perhaps April 10.

Other smaller meetings could be held at the surgery to organise the bigger ones.

If we can help the Practice and Stockport Together it would be worth while. Any ideas very welcome.