

Minutes of the Meeting Held on Wednesday 8th May 2013 at 18:00 in Marple Cottage Surgery

The Meeting

Was chaired by **CW** and commenced at 18:00. The expectation was that Dr. Baxter would present/discuss efforts to tackle infectious diseases, flu and childhood disease in the area. However, as he had to postpone with late notice, the prepared agenda was abandoned and the meeting was structured around Minutes, "Any other business" and the next meeting/AGM.

Apologies received:	Present:		
SO	CW	SS	JT
LG	DS	BT	MR

[1] Matters Arising from the Minutes of the meeting held on 10th April 2013 Anticipated problems with NHS 111 came to pass...

Further discussions w.r.t. the reversion of the out of hours call system to pre-existing arrangements with Mastercall until the end of June 2013. JT advised that there was no updated official statement about this. General opinion is that the new NHS 111 system was nowhere working well; Stockport is 1 of about 7 areas to put the new system on hold (out of about 40 areas?) and other areas appear to be struggling with the new service.

Improving demographic representation of virtual PRG

Dot volunteered to advise and assist in surgery premises to support respondents with any questionnaire/survey the surgery/patient forum wished to undertake – for example a survey targeted at the 16-24 year-old demographic. A date late June following-on from the AGM might be an optimum time to run this.

AGM Flyer

JT & CW liaising w.r.t. a draft (title tbd) flyer for this meeting. This will help provide an idea as to the numbers expected to attend the AGM. The surgery waiting area cannot accept for than 30 people really. This flyer would need to be sent out by 25th May 2013 and the Virtual Group should receive an e-copy.

[2] Any Other Business

MR ...identified that from this meeting until August 2013 he would not be available for weekday meetings.

[3] Next Meeting of the Patient Forum

This will preferably be held in the Marple Cottage Surgery on Wednesday 19th June starting at 18:30 with duration of approximately 1 hour to include the AGM. This would hopefully be followed by a presentation from Dr. Baxter. CW/JT making arrangements for an appropriate "flyer" to be printed.

[4] Close

The meeting closed at approximately 18:50

Internet Web Links

<http://www.mastercall.org.uk/> provide a range of NHS Services to Stockport and Trafford Residents

<http://www.nhsstockport.nhs.uk/>

<http://stockportmanagedcare.co.uk/about/about-our-board/>

<http://www.cqcassist.co.uk/faq.php> Care Quality Commission

fyi PRG

In April 2011, the Department of Health introduced a Direct Enhanced Service (DES) inviting practices to set up Patient Reference Groups. The purpose of the Patient Participation DES is to allow patients a platform from which they can be involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. This can even include patients being involved in decisions that lead to changes to the services their practice provides or commissions. The DES aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs) and to seek views from practice patients through the use of a local practice survey.

