

Marple Cottage Surgery Patient Forum Agenda

Wednesday 29th April 2015

5.00 – 6.15pm

Chair: Johan Taylor

Present: DS, SS, SO, BT, MH, JT

Apologies: LG

Agenda items:

1. Matters arising from minutes
None

2. New Chairperson

It was acknowledged that Cath Walsh had stepped down from the Forum as Chairperson due to relocating away from Marple. Before leaving Cath had approached MH to ask if she would be interested in taking up the Chairperson role

All present supported MH taking the post. Thank you M!

3. Review of Aims of forum and goals for 2015-16

JT felt that the time was right to review the purpose of the Forum, its aims and objectives.

JT felt that the terms of Reference and Constitution, which were set in 2009, are overly bureaucratic and restrictive, and should be revised
(There is no legal requirement to have a Forum but it is a contractual obligation to have patient feedback.)

JT discussed that he felt we need to make the Forum more inclusive to join, and agree a plan for the year ie achievable goals.,

JT discussed previous workstreams and it was agreed that the core goals for 2015-16 would be to

- Raise profile of Forum and find new members/helpers
- Help with patient Questionnaires
- Developing Forum newsletters (JT to send via email, add to website, and text patients when available)
- To Organise health promotion events
- Help with campaigns such as “Flu day”

We hope not to try to do TOO much but certainly hope to do more.

JT agreed to review the TOR and Constitution and send to the Forum members in due course.

4. Proactive recruitment of new members of Forum

There needs to be further recruitment to the Forum and its activities such not be oppressive to members but useful to the Practice. A newsletter (6monthly) can be sent from the Forum and it could give news of the Practice, meetings, events etc (MH and SO to investigate)

Meetings can be made open to all patients. We can advertise in advance via email and text and we advertise via posters eg "Forum meeting tonight, 6-7pm, all patients welcome".

Times of Forum meeting could be varied between 5pm and 6pm or other times as appropriate to suit new members.

It is imperative to encourage more patients to join the Forum or come to some of the meetings informally and share their views, and support their local practice, especially with the raft of changes happening locally, nationally and politically.

5. DNAs rate – what can we do?

There was general discussion about this matter and contractual rules re what the practice can do re repeat offenders. MH read out LG's email in her absence, which was very helpful and supportive.

6. Update: Friends and Family Test results (as below)

7. **6-6.15pm – Overview of Stockport CCG and Manchester Devolution**

Dr Andrew Johnson gave update on the local health economy, developments at Stockport CCG and the possible impact of devolution. It was a fascinating and encouraging address. BT thanked Dr Johnson on behalf of us all for giving his time to speak to Forum members.

8. **NEXT MEETING JUNE 10 5pm**

It would be helpful if items for the agenda could be suggested to MH or raised at the meeting.

The meeting closed at 6 15 pm

9. **To discuss next meeting**

GP recruitment

IT development: Video consultation

Telephony system
Premises work

Friends & Family Test Results

	Extremely likely	Likely	Neither	Unlikely	Extremely likely	Don't know	% Extremely likely/Likely
Dec 14	70	34	7	3	0	2	89%
Jan 15	178	79	27	7	0	4	87%
Feb 15	21	17	5	0	0	0	89%
Mar 15	67	20	6	2	3	0	88%