**MARPLE COTTAGE SURGERY**

**PATIENT FORUM**

**18:15 on Wed 13 June 2018 at MARPLE METHODIST CHURCH**

1. **THOSE PRESENT:** MH, JT, MR, JG, JB, YK, WF, JG, MP, BH, WJH
2. **APOLOGIES:** SO, SJ, RG, KL
3. **MINUTES OF LAST MEETING AND MATTERS ARISING**
4. Minutes had been distributed and were on the website along with the report on the Stockport Together meeting.
5. Patient presentations

* On Tuesday July 24 Dr Al-Ausi will give a talk on dementia at 18:15 at the Methodist Church.
* On Sep 26 there will be a talk on alcohol by a senior member of Stockport’s SMART team.
* Later in the year Dr Johnson will give a talk on childhood ailments.

N.B. We had decided to invite members of the other local practices to our talks. MH wrote to High Lane, Marple Bridge, and Marple Practice (most letters were hand delivered). Marple Bridge thanked us but did not want to be involved and the other practices have not responded.

The Chair of Hazel Grove Patient Forum will be delighted to attend. She was very helpful at the training for Walking for Health when MH and RG attended.

1. MH explained that notices about a dementia meeting and a new walking venture had been put up. The walk was cancelled because of lack of support.
2. **PATIENT FORUM GOALS**
3. See above re talks and invitations to other practices.
4. Patient information screens

Stockport CCG are trying to fund an increase in the use of screens in waiting rooms to assist with health promotion and to pass on information.

We would be glad of two more screens and could then put up information about our meetings etc. Only people visiting the surgery would see these.

We discussed implications of using text messaging for health promotion due to new data protection laws. We will need to think hard about other means of communication eg posters, Facebook, Twitter etc. Texts seemed to reach everyone. Any ideas will be welcome and this is an ongoing matter for thought and investigation. See below for possible places where posters could go.

Action: MH to email James Brown for help and advice on screens, contacts with schools, council offices etc (done), and GDPR rules.

1. **PRACTICE UPDATE**
2. **Weekend working**

Weekend appointments are to be provided in Marple / Werneth as from 16th June 2018. Marple Cottage Surgery will alternate each weekend with Bredbury Medical Centre to provide pre-bookable appointments on Saturday and Sunday mornings. We cannot see patients from other practices until the Information Data Sharing agreement has been finalised by Viaduct/CCG, which we believe will be signed off in 2-3 weeks.

1. **Clinical Triage and home visiting service**

This service relates to the potential for GP practices to refer to a designated visit team when the practice cannot get to a patient quickly. This has been launched for a few practices to trial before releasing to all practices.

1. **Physiotherapy, Mental Health and Pharmacist**

These GP practice based services are not yet available.

1. **Out of hours**

We discussed the present system of calling 111 after hours in order to be referred to Mastercall the local GP out-of-hours service.

1. **Health Promotion**

The Health Promotion plan at Marple Cottage is to raise awareness of certain issues. June has been dedicated to Dementia awareness and to plans to focus on giving up smoking in July.

1. **Patient Questionnaire**

Patient Questionnaire results were very good and helpful, and are summarised in Appendix A.

1. **AOB**

We will meet on July 24 for the dementia talk and must publicize vigorously. Posters could be put up in the Library, Clinic, Senior Citizen Hall, Methodist churches, retirement flats, the Book Shop, post offices and other places. If anyone could volunteer to collect posters, when ready, from the surgery and put them in a few places the load would be spread. Do contact MH.

**NEXT MEETING:** August is a difficult month for meetings. I suggest we gather on 19 September, the week before the alcohol talk to discuss arrangements for the autumn and winter.

**Appendix A**

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| --- | --- |
| **Patient questionnaire 2018 - Summary** | |
| Jan – Mar 2018 835 respondents |  |
| Last time you tried to see a Doctor fairly quickly, were you able to see a doctor in the next two working days the practice was open? | 66.23% Yes  23.95% No  9.58% Don’t know |
| If you had to wait more than two working days, how long did you have to wait? | 97.45% did not answer  1.28% 3-4 days  1.28% 5+ days |
| How good was your Doctor today at being polite | 97.84% Very good or good |
| How good was your Doctor today at making you feel at ease? | 96.17% Very good or good |
| How good was your Doctor today at listening to you? | 94.61% Very good or good |
| How good was your Doctor today at assessing your medical condition? | 93.66% Very good or good |
| How good was your Doctor today at explaining your condition and treatment? | 91.13% Very good or good |
| How good was your Doctor today at providing or arranging treatment for you? | 89.58% Very good or good |
| Please decide how strongly you agree or disagree with the following statement: This Doctor will keep information about me confidential? | 95.77%  Strongly Agree or Agree |
| Please decide how strongly you agree or disagree with the following statement: This doctor is honest and trustworthy? | 96.14%  Strongly Agree or Agree |
| Please decide how strongly you agree or disagree with the following statement: This doctor cares about my health and wellbeing | 96.14%  Strongly Agree or Agree |
| In general, how satisfied with the overall service you get at Marple Cottage Surgery? | 94.14%  Very satisfied or satisfied |