

PATIENT FORUM MEETING

APRIL 19 2017

1 Those present

SJ, JG, HP, JP, PK, MH, JT

2 Apologies

MR, RG

3 Minutes of last meeting and matters arising

3.1 A Walk for Health update.

Dawne FT, RG and MH have been attending the walks on Wednesdays at 10 30. Some of last year's walkers have gone on to longer walks; some cannot attend because of ill health. We have a splendid regular walker but only one.

DFT asks if we can promote the walks more to patients. We also need more publicity from Stockport Walking for Health and we will work on this

B One way system...residents.

H and JP explained the best way to contact the council members involved. Saturday morning meetings are held at the Library and advice can be sought then. MH will investigate. MH showed a letter approved by JT which could be delivered to residents asking their views. However, the general feeling was that the issue is not acute and a one way system might inconvenience residents since it would apply 24/7. Care is needed when leaving the car park but only at busy times.

4 Patient Presentation

It was agreed that the bowel screening talk was a great success and using the Methodist church worked well. Many thanks to the speakers, Jeff and Carole.

The next presentation should be in early autumn, Sep or early Oct and JG will consult her daughter about whether there will be special subjects publicized in that period. It was suggested that mental health is being given attention now.

5 Practice Update

5.1 Locums

Dr Wise will return shortly from maternity leave. Dr Wyatt will go on maternity leave at end of April. There will be an 10 week period where both Dr wise and Dr Wyatt will not be at the practice.

The practice has secured the locum services of Dr Hatton for four days a week. As a locum she will not be providing some of the services she provided when she was employed at the practice ie she won't be offering IUCD and acupuncture services.

Dr Poon and Dr Spreckley will also provide GP locum cover.

5.2 Walk in clinics.

The practice has been trialling walk-in clinics on Monday mornings to address the growing demand for same day access. These have not been restricted to urgent need, but simply offered patients the choice of being seen the same day.

The services requires the patient to arrive at the surgery between a specific time slot on the Monday morning and the patient will be seen by someone that morning. It is a first come, first service policy ie first one to arrive will be seen first, and we cannot guarantee how long you will wait as we do not know how many patients will turn up.

The service has been popular and we are looking to trial it on other days of the week also.

An update will be provided and the system will be considered.

PF members thank the the Practice for all the efforts and initiatives.

5.3 Pot holes on Empress Avenue.

Some have magically been filled. H and J P explained that there is a pot hole hot line and JT instantly investigated.

6 Finances

JT will research a new notice board for PF in line with the style of Practice decoration. JP suggested that a board outside could draw attention to talks, health initiatives, walking groups etc.

7 Operational matters

7.1 Forum email

MR has kindly agrees to investigate this and JT has sent him the details. This, like the meetings is not for complaints etc which should be passed directly to JT for speedy investigation.

7.2 Minutes

Minutes of meetings will be emailed to those who attend, will be displayed on the notice board in the waiting room and will be put on the website. People who do not receive them will be referred to the web site to save time etc for all concerned.

8 AOB

n/a

NEXT MEETING: 28 JUNE @ 6 15 pm