

MINUTES OF PATIENT FORUM MEETING
18:15 on 25th April 2018 at the Methodist Church

1. THOSE PRESENT

MH, JT, YK, WF, JB, SJ, CG, JG, GN, JC, KL

APOLOGIES

MR, SO, CP, LG

2. MINUTES OF LAST MEETING AND MATTERS ARISING

Minutes had been distributed, are on the website, and on the new notice board. Many subjects will be covered at this meeting, including a report on the meeting with Stockport Together.

3. PATIENT FORUM GOALS

(a) Health Promotion Plan

We have previously discussed Health Promotion, not only through talks but through notices at the surgery, possible involvement at the carnival(but that is not possible this year). We have supported Stockport's Walking for Health and tried to publicize local initiatives.

We will put up notices about a Doing Dementia Differently meeting on May 24 at Stockport Town Hall ballroom at 19 30. Free entry.

(b) Patient Presentations

We will investigate through J Brown Director of Communications a speaker on alcohol for this summer/autumn; Dr Al-Ausi could be approached to talk on dementia and Dr Johnson on childhood ailments. The last could be publicized to new parents but also grandparents.

The meeting felt that inviting other practices' patients to talks could be helpful to all. Some PF meetings should remain private to Cottage Surgery.

JT will try to put MH in touch with other practice representatives. MH will contact the chair of Hazel Grove PF who was very helpful. Hazel Grove are not part of the Marple group but are near.

4 PRACTICE UPDATE

(a) CQC

CQC has rated Marple Cottage Surgery as 'Outstanding' again. We offered our congratulations to all concerned.

Professor Steve Field (Chief Inspector) visited the Practice on 20th April 2018 to congratulate the Practice, with the airing on BBC news North West caused great interest.

JT reported that Marple Cottage tries to offer different, flexible ways of approaching its organisation, such as email enquiries, video consultations for the housebound, etc. There is a need for this flexibility because, although patients like seeing one doctor this cannot always be achieved because of illness, other commitments etc. Some age groups do not understand the complexity of the situation and may not be aware of the need for social

responsibility. However younger patients will cope well with modern developments such as accessing records, using apps etc

(b) Health promotion plan

The surgery has produced an annual plan detailing health promotional events each month eg Diabetes Prevention Week, and specific health apps to promote eg, Couch to 5K

(c) Online access campaign

Patients will find it helpful to read their records and may in the future be able to add some health information found using apps etc.

(d) Patient Feedback

JT has the results of a recent poll and will tell us when the results have been processed. There was an excellent response of over 800 replies. Patient Polls will continue on such subjects as the usefulness of Health Checks.

(e) Flu Update

The flu campaign should start in September. The availability of vaccines is being investigated now and it seems some vaccines may be limited. We should try to be vaccinated early for better protection.

Stockport has a very good uptake. Marple Cottage Surgery uptake was very good also, with Over 65s at 86%, Under 65s at risk at 79%, Pregnant ladies at 75% ,Carers at 86% ,and 2/3 year olds at 85.5 %.

(f) AOB

MH asked JT is any of the Stockport Together initiatives have started.

JT explained that the CCG commissioned services from Viaduct Care (the GP Federation).

In Marple we are still waiting for a start date for the Weekend appointments service to commence. Appointments will be available from Marple and Bredbury, on alternate weekends. This system was trialled at Heaton Moor and extended to Brinnington and the Stepping Hill area.

Mastercall and 111 will continue for emergencies.

Home visit system, physiotherapists attached to practices, pharmacies helping at surgeries etc are being arranged with recruitment having started. JT has offered rooms at Marple Cottage for some of these services.

There was discussion about accessing our personal records and the use of Health apps. The government has been encouraging this in the last 2 years.

First Aid courses used to be available locally arranged with health groups, local doctors and hospital consultants and were very much appreciated. Could 6th form colleges be involved? Any information on these matters would be much appreciated.

Next meeting to be on **13th June 2018** at the Methodist Church