

**MARPLE COTTAGE & GUYWOOD PRACTICE
PATIENT FORUM MEETING**

5:30pm on Wednesday 13 September 2023

Virtual Video Meeting

Practice Attendees: Tom, Johan, Dr Al-Ausi, Dr Wise Dr Patel, Ruth

Patient Forum Attendees: SS, CS, CF, CO

1. Introductions

Introductions from Practice Management: Tom, Johan

Introductions from Clinical Team: Dr Al-Ausi, Dr Wise, Dr Patel, and Ruth Williams
(Social Prescribing Link Worker)

2. Chairperson – Tom

Future chairperson – to agree at future meeting process on nominating chairperson.

3. Agree terms of reference

All PF members attending agree happy with current terms of reference.

Surprised not many in attending.

Discussed about trying to engage more patients to attend, and maybe Garden Project will help that.

4. Possible areas for Patient Forum involvement

a. Access to services

b. Clinical services in-practice

c. Improvement projects

d. Health promotion

e. Community support / working.

f. Premises / facilities

g. PCN / Neighbourhood working ie linking up with other Patient Forums / joint meetings

5. Practice update

(a) Flu / Covid autumn campaign, starting from next week

Discussed if anyone would like to volunteer to help with vaccination clinics at the practice, e.g. marshalling and directing patients in / out of the Practice.

(b) Infection control inspection

The Practice receives an annual inspection by Stockport Council Health Protection team for infection control checking cleanliness, and that measures and polices are in place to reduce and prevent infections in healthcare environments.

(i) The feedback from the team on day was very positive!

We are currently still awaiting the results of our inspection.

(c) Patient Feedback:

(i) GP Patient Survey (IPSOS)

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice.

i. Overall Practice Results 95%, specific areas 93% - 99%

(ii) Friends and Family Test results and improvement.

The NHS Friends and Family Test (FFT) is an important feedback tool that allows people who use NHS services the opportunity to provide feedback on their experience. The FFT runs continuously and patients can submit feedback online, in the surgery, or via SMS text message following their appointment with the Practice.

i. Results show Very Good / Good feedback, around 95-98% each month

ii. The Practice uses comments / feedback to review and create improvement actions to improve the practice & clinical services.

Action: Practice will provide update on summary of anonymised responses and improvement actions at next meeting and add to website

(d) NHS app and Online Triage

Promoting NHS App to all patients – e.g., prescription requests. This saves vast amount of time as goes direct to GP, without administration team input. Less risk of administrative errors.

6. Practice Garden Project – (to create a shared Patient / staff wellbeing garden)
The Practice is looking to renovate an area of land to the side of the premises in both Marple and Guywood to create shared patient / staff wellbeing area and garden. We are looking for suggestions and ideas, and if anyone would like to be involved in some way.

Discussion about the Practice Garden Projects; suggestions and discussions:

1. Planters / Growing herbs
2. Sensory Space
3. Bench / Seating – Possible sponsor a bench scheme/local organisations?
4. Dr MA discussed about how having an external area is beneficial to those who may struggle with medical environment. Example of meeting a patient outside the practice, near the canal, as they struggle with entering the practice / medical environment.
5. Mural / Wall art – looking at blank / brick wall at Guywood site
 - a. Could include, schools, nursery opposite?
 - b. Possible ask to local groups e.g., friends of Marple Park, MenInSheds, Marple Art Group

ACTION: RW to contact local organisation MenInShed, Marple Art Group about possibility to help with project?

Gardeners/ organisations

If anyone has any Gardener contacts to let us know, to help with Marple site and removing ivy/flatten area.

Action: TS to arrange meeting, site specific in about 2 weeks' time to survey re: timings

Action: RW to contact organisation e.g. Marple Art Group, MenInShed, to see if any possibility to help with the project

7. Social prescriber – services / community working.

RW is our Social Prescribing Link Worker - between practice and local groups. Able to signpost and refer to local groups e.g. for exercise, activity, social isolation.

“Whats on in Marple” document on practice website which shows local groups e.g. activity groups, rambling, exercise, helping patients and those who may be socially isolated.

RW is also going to help with patients to register onto NHS App, and hold drop in NHS App clinic in practice waiting room.

Also, local group ‘Digiknow’ clinics run Wednesdays at Marple Library – for those who need technical help with computers / smartphones, etc.

Action: RW to setup drop in clinic in waiting room to help patients register for NHS App.

8. Patient educational presentations ideas.

Discussed about possible areas re: Childhood ailments / illnesses, Parkinson’s Disease, Mental Health

9. Summary of meeting and actions agreed.

Action: Practice will provide update on summary of anonymised responses and improvement actions at next meeting and add to website
Action: TS to arrange meeting, site specific in about 2 weeks' time to survey re: timings
Action: RW to contact organisation e.g. Marple Art Group, MenInShed, to see if any possibility to help with the project
Action: RW to setup drop in clinic in waiting room to help patients register for NHS App.

10. Date of Next PF meeting:

Tuesday 31 October 2023 at 5:30pm via Video Link (Microsoft Teams)