

The Haven Surgery Patient Forum Meeting -
12/08/2011

Agenda

1. Welcome and Apologies
2. Proposed application to provide Pharmaceutical Services in Burnhope Village
3. CFEP UK Surveys – Patient Questionnaire Survey 2011 results

Present

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| Staff Members: | Dr R Miah, Heather Prestwich, Lynne Bryan, Susan Lightfoot, Carole Nicholson, Marion Punton, Leah Tallentire |
| NB. | Kim Beedham and Victoria Morris are currently on maternity leave |
| Forum Members: | Dianne Emerson, Ronald Evans, Diane Lane |
| Apologies: | Graham Davidson Denise Bennett |
| Meeting attended by: | Michael Box, Janet Box, Henry Barron, Helen Bell, Gordon Smith, David Reid, Julie Savage |
| Apologies: | Counsellor O Johnson |

Minutes

Proposed Application to provide Pharmaceutical Services in Burnhope Village

The meeting today was brought together by the Patient Forum Group to discuss the application to provide pharmaceutical services to the village.

Dr Miah informed the meeting that in April 2011, the Practice had received a letter with an attached map outlining changes in areas in County Durham from rural to urban. Dr Miah and Kim Beedham, Practice Manager, analyzed the map and decided that there was no changes for Burnhope and that the letter was for information. (The letter and map were passed around in the meeting today and all agreed the map was very poor in explaining changed areas, and that Burnhope was not even detailed on the map and not colour coded as in the explanation of the letter). Dr Miah went onto to explain to the meeting that she had received a phone call from a local pharmacy, asking if she was aware of the pharmaceutical application for Burnhope Village, explaining that they had been notified by a letter of the intended proposal. The Surgery had received no notification.

The next letter received at the Practice was dated the 5th July 2011, informing the Surgery of the pharmaceutical application, and any comments/appeals on this application were to be received by the North East Primary Care Agency no later than the 19th August 2011. Rina replied to the above letter (see attached) and read the letter to the meeting. Today's meeting was attended by members of Burnhope Village Parish Council who also have had no notification of this intended application.

The outcome from today's meeting is that the application as it stands needs to be correctly formatted due to the inconsistencies within the application itself. ?? Supplied address is non-existent/The Haven Surgery not being included in the mailing list as local pharmacies were/Parish Council unaware of proposed application/???concerns on who has been consulted regarding the above application as the Village and the Villagers themselves were unaware of this proposal. The meeting felt that the application was invalid due to the many flaws within the application itself.

The Patient Forum Group has already raised awareness for the Village by putting up posters in the Surgery/Post Office/Paper Shop/Ivy Leaf Club and Top Shop, informing villagers of the proposed application along with comment slips, which can be completed showing whether they are for or against this Pharmaceutical application. Many villagers are now raising concerns regarding 'the survival of their GP Surgery and what could happen if the Pharmacy goes ahead. Many comment slips have been returned showing a unanimous 'against'.

Actions

Dr Miah is to raise a letter to object to the above proposal and along with letters of support from the Parish Council, The Haven Surgery Staff, and Villagers, against the proposed application to provide Pharmaceutical Services to the Village and will hand deliver these documents to the North East Primary Care Services Agency by Friday 19th August 2011. She would also like to express her gratitude for the support of all who attended the meeting today and to all of the village for their support.

CFEP UK Survey – Patient Questionnaire

At the end of the meeting Dr Miah informed the Patient Forum Group that the Surgery had received the results of the 2011 Patient Questionnaire, and that again the Surgery had scored highly with a 93% score, and all patients ratings about the Practice were good, very good or excellent. Comments about how the Practice can be improved will be discussed at the Practice meeting and an action plan will be developed by the Practice to address the recommendations made.