

Brief Notes from the Patient Forum Meeting
held on Monday 9th October 2017

Present:- Vivienne Lane
Michael Kitchen
Margaret Howe
Rupert Leggett
Lesley Smith
Avril Binns
William Baldwin
Stephen Liversedge
Gill Warburton

Apologies:- None

AGENDA ITEMS:-

1. Welcome to new member William Baldwin
2. Approval of minutes of meeting from 10th July 2017
3. Feedback from the last 2 Healthwatch meetings
4. Volunteers to join the Patient Forum
5. Vetting hospital referrals
6. Health Navigators
7. Future speakers
8. Any other business
9. Date and time of next meeting.

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. Michael welcomed our new member, Mr. William Baldwin to the group.

2. Approval of minutes of meeting from 10th July 2017 - the minutes were approved as accurate.

3. Feedback from last 2 Healthwatch Meetings - Vivienne gave a brief outline of the 2 meetings held on 25th July and 12th September 2017. The meeting on 25th July was about Pharmacists in General Practice and Out of Hours opening in surgeries in Bolton and the meeting on 12th September was about Telehealth - an overview of Technology Enabled Care and also the Care Home programme. There were 3 questions that Healthwatch had asked to be discussed at Patient Forum meetings, these were ..
 - A) Pharmacists in your GP practice, new scheme coming to Bolton : what do you think?
 - B) Primary Care and what happens when your practice is closed? : What do you want, what do you need?
 - C) The role of the voluntary sector in Primary Care : How do we encourage people to use the voluntary sector to improve their health and wellbeing?

4. Volunteers to join the Patient Forum - Gill reported that she had had no volunteers from Turton School despite her contact details having been kindly circulated by Turton School to all Year 13 pupils. Gill had however had 6 responses from the email that was sent round to patients. It was agreed that in order to become a more representative Forum, an invitation to join would be extended to just one of these members who was a gentleman in his early 30s as all the other applicants were in their 50s, 60s or 70s. Gill to inform the applicants. Stephen suggested that the **Clinicians** personally invite appropriate patients as they see them.

5. Vetting hospital referrals - Michael expressed his concerns at the article he had recently read about all GP referrals being 'peer reviewed' by a panel of GPs. Stephen told the group that this is unlikely to be made compulsory but explained that he reads a lot of the referrals made by Bolton GPs and why Bolton has written some referral pathways.
6. Health Navigators - Michael had read about Health Navigators and was concerned about the lack of training that these staff members appear to be being given. Stephen explained about the role of the Health Navigators and also talked about the way that general practice is having to change to adapt to the acute shortage of GPs. The issue of patient seeing their own medical records was discussed and it was agreed that Gill would try to make the promotion of access to medical records more visible as no members of the group had noticed the posters.
7. Future Speakers - Gill had had 2 requests from people offering to come to speak at one of the Forum meetings. One was from the Staying Well Service which is a service run by Bolton Council for patients aged 65 and older and the other was from Specsavers Hearing NHS Services. It was agreed that both could come to speak at a meeting but not to the same meeting and that they should be limited to a 10 minute talk plus questions. Gill to organise this.
8. Any other Business - Michael said that he was concerned that Kurt had lots of free appointments available saying that he thought that this was a waste. Gill explained that each surgery was always full in the end so there were no wasted appointments. It was agreed however that Gill

would remind the receptionists to always try to promote Kurt when patients ring for an appointment.

Lesley mentioned that she had had a text from the hospital reminding her of an appointment and it had quoted the cost of the appointment if she did not attend. She also said that she felt that it would be good to do something for Mental Health Week next year as a group.

Margaret suggested that the group do a promotion regarding eye problems.

Rupert said that he felt the Forum needed to look at issues more from the perspective of young people. Vivienne had picked-up some leaflets from her sister's surgery that the group felt could be used at the practice as an alternative Friends and Family questionnaire. Gill to organise this.

Gill asked if any patients had had problems with the new electronic prescribing system, some members had been confused as to how to order prescriptions which hasn't in-fact changed in any way but most were very happy with the system.

Stephen said that it had been a very interesting and entertaining meeting and thanked Michael for the leading the group so well.

9. Date and Time of Next Meeting - the next meeting will take place on Monday 15th January 2018 at 5pm. Michael asked Rupert to please send a suggestion for an agenda item to Gill prior to the meeting.