

Brief Notes from the Patient Forum Meeting
held on Monday 11th March 2013

Present:- Vivienne Lane
Rupert Leggett
Margaret Howe
Elisabeth Williams
Renee Cavanaugh
Stephen Liversedge
Gill Warburton

Apologies: Harry Ainscough, Michael Kitchen, Nadine Powell

AGENDA ITEMS:-

1. On-line Booking of Appointments update
2. Patient Survey Results
3. Healthier Together Events
4. Refurbishment of the GP rooms update
5. Carers on-going work
6. Any Other Business.
7. Date and Time of Next Meeting

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. On-line Booking of Appointments update – Gill informed the group that she had emailed almost 1000 patients to tell them about the on-line appointments booking system and that the receptionists were asking (when time allowed) patients when they attended surgery, whether they wish to sign up to the on-line booking. Patients need to ask the Receptionists for a Registration Form which will contain their username and password and once registered, they can book appointments 24 hours a day.
2. Patient Survey Results – Gill had emailed the survey out to almost 1000 patients, posted a handful of questionnaires out and handed approximately 150 out in reception. She had received 186 forms back.

The Analysis of the Patient Questionnaires was discussed with a view to finding 3 areas that the practice could focus on over the coming 12 months.

The group felt that the results were extremely positive and chose the following 3 areas

1. **Improving Access to the practice** – this will be addressed by the Practice looking to join the Primary Care Access Group which is a organisation which specialises in access at GP surgeries. They will come to the surgery, assess what the issues are and devise, in conjunction with the practice, an Action Plan to tackle any issues.

2. **Informing Patients of their anticipated waiting time on their arrival for an appointment with a GP or Nurse** – some patients had commented that it would be helpful if they could be informed of the approximate waiting time when they give their name in at the reception desk on their arrival for an appointment. Some Receptionists do this already but **Gill** will ask all Receptionists to please start informing patients on arrival if a Clinician is running late giving the approximate waiting time.

3. **Text Appointments Reminder system** – this was highlighted as a priority last year however, despite purchasing the software to enable this to happen, the software supplier has encountered problems and this facility is still not available at present. **Gill** to continue to push for this with 'In Practice Systems' who are the software suppliers.

Gill will write a Local Patient Participation Report and publish this on the practice website incorporating these 3 target areas.

3. Healthier Together Events – Gill informed the group about the Healthier Together event that is coming up and Margaret also had some information regarding Healthier Together that she has left with Gill to have a look at. Gill also gave out the dates for the Area Forum meetings that are being held in Bolton over the next few weeks.

4. Refurbishment of the GP rooms update – Work on the 3 GP rooms is now complete and they all now meet Infection Control and CQC standards.

5. Carers on-going work – The Practice is currently working on trying to expend the current Carers Register as, according to national statistics, the

Register should be much bigger. Gill will be running several searches from the computer system to identify patients with conditions that might mean they require the help of a carer and from those lists, she will try to ascertain who their carer is. If they are a patient at the practice, they will be invited in for a 'Carers Health Check'.

6. Any Other Business – there was no other business.

7. Date and Time of Next Meeting – Monday 13th May 2013 at 7pm at Egerton and Dunscar Health Centre.