

Brief Notes from the Patient Forum Meeting
held on Monday 27th January 2014

Present:- Scott Alker
Rupert Leggett
Margaret Howe
Vivienne Lane
Elisabeth Williams
Stephen Liversedge
Gill Warburton

Apologies:- Michael Kitchen and Renee Cavanaugh

AGENDA ITEMS:-

1. Results of Patient Survey 2013/14
2. Feedback from Healthwatch Meeting of 21st January 2014
3. Any Other Business
4. Date and Time of Next Meeting

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. Patient Survey 2013/14 – the results of the Patient Survey that was held in early December 2013 were discussed. There were 2 sets of results, one being from the on-line survey where 1160 patients were emailed with 173 replies and one from the paper survey handed out to 85 patients with 67 being returned.

The group had to choose 3 areas for the practice to concentrate on for the next 12 months. These will be publicised on the practice website. The 3 areas chosen were

- (i) Promotion of the facility for on-line booking of appointments which has been available at the practice for several months now but most patients seem not to be aware of it. This promotion should include very simple short instructions for patients to follow.
- (ii) Promotion of on-line ordering of prescriptions using new software that the practice has recently purchased. This software is part of the on-

line appointment booking software and allows patients to see their own repeat prescription screen. It is simpler to use than the current system.

(iii) Promotion of the Advanced Nurse Practitioner explaining to patients what types of problems she is able to deal with.

2. Feedback from Healthwatch Meeting of 21st January – Scott explained to the group the role of Healthwatch and that it will hold quarterly meetings and that it is hoped that a representative from each practice Patient Forum will attend each meeting. The CCG will also be represented at each meeting. Scott said that Healthwatch produce a newsletter and that practices have been invited to inform Healthwatch of any significant practice changes and these will be publicised in the newsletter.

Scott handed out a copy of a leaflet that has been produced by Healthwatch entitled Ten Top Tips for when you visit your doctor. Healthwatch had asked for feedback from Patient Forums. The group felt that this leaflet was very good and Gill will feed this back to Healthwatch.

3. Any other Business – Stephen showed the group a ‘league table’ that NHS England had produced. The tables have been produced for every practice in the Country and the table for all Bolton practices showed this practice at the top of the table! Scott suggested that this be publicised in the next Practice Newsletter.

4. Date and Time of Next Meeting – the next meeting will be on Monday 12th May 2014 at 7pm.

PLEASE EMAIL ANY AGENDA ITEMS TO SCOTT WHO WILL FORMULATE THE AGENDA