

Brief Notes from the Patient Forum Meeting
held on Monday 11th May 2015

Present:- Rupert Leggett
Vivienne Lane
Rachael Kirkham
Margaret Howe
Michael Kitchen
Jim Sherringham from Healthwatch
Stephen Liversedge
Gill Warburton

Apologies:- Mona Patel, Elisabeth Williams, Danielle Williams, Avril Binns and Renee Cavanaugh.

AGENDA ITEMS:-

1. Chairperson Role
2. Feedback by Vivienne from Healthwatch meeting on 18th March 2015.
3. Update on Friends and Family Cards
4. Update on Patient Survey
5. Ideas for areas to concentrate on for 2015/16
6. Bolton Quality Contract
7. Any Other Business
8. Date and Time of next Meeting

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. Chairperson Role – Following the departure at the last meeting of Scott as our Chairman, Gill asked if anyone would like to volunteer to take over the Chair. Rachael Kirkham kindly volunteered. Gill will liaise with Rachael when putting together the agenda for each meeting.
2. Feedback by Vivienne from the Healthwatch meeting on 18th March 2015 – Vivienne had attended the Healthwatch meeting held on 18th March and gave a detailed summary of what was discussed. The theme of the meeting was Developing People for Health and Healthcare. There had been 3 presentations, the first surrounding the impending shortage of GPs in Bolton as many GPs are coming up to retirement age and there are now fewer people training to be GPs. The 2nd presentation was from a

speaker from the University of Salford regarding workforce planning and alternatives to GPs such as Advanced Nurse Practitioners. The 3rd speaker was a GP from Kearsley Medical Centre who spoke about a normal working day in a GP practice.

3. Update on Friends and Family Cards – Practices are asked to give patients a ‘Friends and Family’ card to comment on whether or not they would recommend the surgery to their friends and family. These can be used instead of doing a patient survey. Gill handed round the cards that had been completed by patients recently which were all extremely positive.

4. Update on Patient Survey – Gill is waiting for some information regarding the wording of the last question regarding sexual orientation as the survey used last year is now out of date. As soon as she receives this, she will amend the Patient Survey and send it out.

5. Ideas for areas to concentrate on for 2015/16 – Gill asked members to please have a think about any areas that the practice should consider looking at during 2015/16. One area suggested was to repeat the Carers Rights Day event in November.

6. Bolton Quality Contract – Stephen told members about the Bolton Quality Contract and went through the 19 standards of work that practices are contracted to work on over 2015/16. It is planned to report back to the group on the progress that this practice has made at the next meeting.

7. Any Other Business – Jim Sherringham who is a Trustee of Bolton Healthwatch gave those present an outline of where Healthwatch came from and what the purpose of the group is. He said that 33 of the 50 practices in Bolton now have a Patient Forum.

8. Date and Time of Next Meeting – the next meeting was provisionally arranged for Monday 7th September at 7pm. If anyone wishes to add any items onto the agenda for the next meeting, please email these to Gill.