

Brief Notes from the Patient Forum Meeting
held on Monday 21st October 2013

Present:- Michael Kitchen
Rupert Leggett
Margaret Howe
Vivienne Lane
Scott Alker
Stephen Liversedge
Gill Warburton

Apologies:- Harry Ainscough, Elisabeth Williams and Renee Cavanaugh

AGENDA ITEMS:-

1. Format for next Patient Survey
2. CQC correspondence
3. Care.data
4. Innovation Fund Bid
5. Any Other Business
7. Date and Time of Next Meeting

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. Format for next Patient Survey – It was agreed to use the same survey as last year with a few additions. It was felt that a sentence at the top that read something like ‘If you need any support in completing this survey, please contact the surgery who will be more than happy to assist you’. It was also felt that a sentence explaining why the survey is being carried out should be added.

Gill is going to use Survey Monkey this year in order to distribute the questionnaire electronically to patients and will also look into whether it is practical to have a PC/laptop on the front desk that patients can use to complete the survey electronically whilst in the waiting room.

Paper surveys will also be handed-out by Reception.

2. CQC Correspondence – Gill had received an email from the Care Quality Commission (CQC) that she was requested to pass to the Chairman of the Patient Forum. The email enclosed a link to a document which said that when the CQC come to visit the practice, they will ask for the contact details of the Chairman and one other member of the group in order to contact them to ask them to either attend the practice during the visit or to answer some questions about the practice. As the group currently had no formal Chairman it was agreed to elect one and also to request a volunteer to be the 2nd person to be contacted by the CQC. Scott Alker volunteered to be the Chairman and Margaret Howe volunteered to be the 2nd contact person for the CQC. The rest of the group were happy for this and so Scott was formally elected as Chairman.

3. Care.data – Gill read out a leaflet that she has posted onto the website and is available in the waiting room along with an opt-out form regarding care.data. The leaflet talks about the fact that patients' personal and identifiable information will be uploaded from the practice's computer system 8 weeks following receipt by the practice of a pack of leaflets and posters from the Health and Social Care Information Centre (HSCIC). Practices have been told that it is their responsibility to inform all their patients of this upload and to give patients an opportunity to opt-out. The practice hasn't yet received their pack although many other Bolton practices have. Gill has chased the pack up on 2 occasions but is still waiting. In the interim, Gill has published a leaflet and opt-out form on the website and in the waiting room.

Dr. Liversedge however had an update on this initiative which he shared with the group. This was that the HSCIC will be writing out to every household in the Country in January explaining this data upload and asking patients to contact their surgery if they are not happy about their data being uploaded. It was felt that the existing leaflet was quite strongly worded and so Gill will replace this with the official leaflet from the HSCIC.

4. Innovation Fund Bid – Stephen read out a bid that the practice has submitted to Bolton CCG which, if successful, will allow the practice to take on an additional Nurse Practitioner, the short-term for 5 sessions per week. The Nurse Practitioner will see some of the patients who would ordinarily have seen a GP which would free up time for the GPs to spend extended appointment time with patients who are at high risk of hospital admission with the idea that their care could be looked at in greater detail

and a plan put in place in order to prevent these vulnerable patients being admitted to hospital unnecessarily.

There was also a second bid for additional IT equipment to allow the GPs to be able to access a patient's clinical notes whilst out on home visits. The bid also included a practice computer being placed in the District Nurse office which would allow the Nurses access to the practice's patient records and to input information from their visits directly into the system for instant access by the GP. The Active Case Managers would also be able to come into the practice to input their visit information too.

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

6. Date and Time of Next Meeting – Monday 27th January 2014 at 7pm at Egerton and Dunscur Health Centre. **PLEASE EMAIL ANY AGENDA ITEMS TO SCOTT WHO WILL FORMULATE THE AGENDA.**