

**BRIEF NOTES FROM THE PATIENT FORUM MEETING
HELD ON MONDAY 21ST SEPTEMBER 2015**

Present:- Rachael Kirkham
Rupert Leggett
Vivienne Lane
Michael Kitchen
Mona Patel
Stephen Liversedge
Gill Warburton

Apologies:- Margaret Howe and Avril Binns

AGENDA ITEMS:-

1. Feedback by Vivienne from Healthwatch meeting on 15th April 2015.
2. Friends and Family Cards
3. Approval of Patient Survey
4. Ideas for areas to concentrate on for 2015/16
5. Bolton Quality Contract
6. Any Other Business
7. Date and Time of next Meeting

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

Gill informed the group that Renee had sadly passed away. She had not been able to attend the last few meetings due to ill health but had kept in touch with what was happening in the group via the minutes of the meetings.

1. Feedback by Vivienne from the Healthwatch meeting on 15th April 2015 – Vivienne had attended the Healthwatch meeting held on 15th April and gave a detailed verbal and written summary of what was discussed. The theme of the meeting was Public Health/Staying Well. There had been 4 presentations, the first was from the Director of Public Health and was outlining the health responsibilities of the Council and what the Public Health department does and its priorities.

The 2nd speaker was the Community Capacity Lead who spoke about Health and Social Care Integration and the Care Act of 2014. The 3rd speaker talked about the new Staying Well Initiative and the last speaker outlined her work surrounding Food and Health Workshops and Training Programmes.

2. Friends and Family Cards – Gill gave the meeting the numbers of positive results from both the May and June returns, the vast majority had ticked that they were extremely likely to recommend the practice to their friends and family with the remainder saying that they were likely to recommend the practice. Gill handed round the actual cards that had been completed by

patients so that members could read the very positive comments written by patients. These are, of course, all anonymous.

3. Approval of Patient Survey – Mona had very kindly updated the Survey in order to ensure that the survey was capturing the correct data with regard to race, gender, religion etc. The survey was discussed by the group and it was agreed to go ahead with it as it now stood with some minor spelling alterations. **Gill** to organise sending the survey out as soon as possible to patients electronically using Survey Monkey and the Receptionists will hand out paper copies to patients who come into the Practice

4. Ideas for areas to concentrate on for 2015/16–Gill asked if any members had thought of any area that they would like to concentrate on for the remainder of the financial year. The Carers identification day that had been talked about previously was discussed again and it was agreed to postpone the event until February as it was felt that the group should concentrate on areas where the practice was currently under target in the Bolton Quality Contract first. **Mona, Michael, Vivienne** and **Rachael** agreed to try to get together during the next few weeks (or collaborate remotely) to see if they could produce any sort of promotional material in order to encourage patients to take part in cancer screening specifically to attend for Breast and Cervical screening and to do the bowel screening kit at home. Also, the practice needs to encourage more patients aged 65 and over and those aged under 65 in an at risk category to attend for a flu vaccination. Finally, to encourage young patients aged 15-24 to attend for chlamydia screening.

5. Bolton Quality Contract Update – Stephen had the latest set of figures for all 19 standards of work that form the Bolton Quality Contract. The Practice is doing very well in most areas but there were still some areas where work needs to be done in order to achieve the targets.

6. Any Other Business – Gill told the group that she has managed to secure funding to replace the waiting room chairs as they do not conform to CQC infection control standards. She showed the group the catalogue and asked their opinion as to which chairs to choose and which colour. The group was unanimous in the choice of NHS blue bench-type chairs with some separate matching chairs with arms.

7. Date and Time of Next Meeting – the next meeting was provisionally arranged for **Monday 18th January at 7pm**. If anyone wishes to add any items onto the agenda for the next meeting, please email these to Gill.