

Minutes from patient forum held on Thursday 18 October 2012

Present

Dr Fergus McBrien (FM) - (chair)
Jacqueline Apperley (JA)
Christine Squires (CS)
Emma Jones (EJ) - (minutes)
Benedict Jones (BJ)

Apologies

Paula Wright (PW)
Sue Jennings (SJ)
Helen Hughes
Jack Graham
Jean Callender

EJ agreed to take the minutes and updates and distribute to the forum.

1. Introduction to new members

There were no new members present

2. Minutes of the last meeting

The minutes from the last meeting were discussed.

- a) **Reception/privacy:** there appears to have been no change to the update over the last couple of meetings. The forum wondered if there was a timescale attached to the proposed changes.
AP1/18/10/12: SJ to check and let the forum know at the next meeting.
- d) **New QP 12 strategy:** JA asked if there were any statistics available to show how Crawcrook and Greenside measure up when compared to other practices in the area/region. FM believed that there may be. The forum discussed the change in message from the Government/NHS in relation to walk in centres and EJ admitted that she hadn't known of the change. FM asked that the previous minutes and website/communications could be amended to reflect that GP surgeries incurred a tariff for each attendance of a patient at a walk in centre rather than incurred a fine.
AP2/18/10/12: PW to amend text where appropriate.
- e) **Engaging with younger practice population:** BJ received a phone call from SJ and agreed to attend a meeting with her at Crawcrook to discuss possible ways of engaging younger patients. He provided some feedback and is waiting for a follow up call. CS thought the practice could contact one of the local young people's groups. JA suggested the Crawcrook group catering for young people between the ages of 11 - 21 which is called Streetlight
<http://www.charitiesdirect.com/charities/streetlights-detached-youth-project-1077330.html>

AP3/18/10/12: PW/SJ to look into contacting the group for engagement ideas/opportunities.

- f) **Patient survey:** The forum discussed use of computers and accessibility for distributing the patient survey. It was agreed that the practice would continue to use paper-based communications so as not to exclude patients, although it was acknowledged that electronic ones should be available on the website too. The forum queried when the survey was due for distribution/completion.
- g) **Electronic noticeboard audibility:** The audible beep was discussed and it appears to be adequate. EJ raised concerns around privacy as the full name and sometimes marital status of the patient is displayed (e.g. Mrs Janet Bloggs), and it remains on display for a few minutes after the patient has left the waiting area. She provided an example of what happened in a surgery elsewhere as a result of the same situation. FM confirmed that partners press a button when a patient enters the examination room to notify the system. He didn't know if there was a way to remove the patient details from the display, however had found that pressing the button when they entered the room didn't remove it. It was agreed that the practice would need to investigate system functionality and also potentially amend the screen so that only initials and surnames of patients were displayed.

AP4/18/10/12: SJ to check privacy guidelines relating to display of full patient names in waiting area and if partners can remove the names displayed once the patient has entered the examination room.

- h) **Flu day:** Forum members confirmed that they had attended the flu jab open day on Saturday 6 October. The average waiting time for patients to receive the jab was found to be 45 minutes. It appeared that there were 2 computers running which weren't in synch so a few patients were disgruntled when some people who had entered the practice after them were called for their jab in front of them. Feedback ranged from lack of seats for patients to some patients returning to the practice 3 times in the day to try and miss the long queues. Patients who turned up early and waited for the practice to open said the queue reached the car park. Others said they'd just make an appointment for sometime in the following week. Many people didn't realise they had to register at reception and so had waited until someone else came in and registered, or pointed it out to them. BJ had directed some patients to the registration desk. It was acknowledged that there were 5 people giving the jabs rather than the 2 in previous years. Parking was a problem with some inconsiderate people parking on pavements and on both sides of the road, although they may not all have been patients. There were also worries about accessibility, evacuation and safety raised.

Other thoughts for next year: in past years, the church hall has provided a much larger space with plenty of seats, which alleviates some of the problems experienced this year. It's also been open for longer (we thought from 8am to 6 or 6.30pm) and on a standard work/school day for many, meaning the patient numbers were more staggered over the opening times. Patients also mentioned that they would go into the hall and be ready (e.g. taking jumpers off) in preparation for going into the room to receive the jab. It didn't happen

this year because the waiting area and reception were so packed it wasn't feasible, which further added to waiting times. We also thought that patients liked to sit afterwards and have a cup of tea and chat to other patients - this could be a way of increasing interest in the forum, or asking people to complete a quick patient survey while they wait. If the day is held at the surgery next year, we agreed that the whiteboard would need to be outside the front door rather than inside where it couldn't be seen because of the amount of people waiting to be seen.

3. Update on roads/parking by Councillor Hughes

As Councillor Hughes didn't attend, this wasn't discussed although it was noted that people continue to park outside the doors and on pavements.

4. Any other business

Forum member's meeting: JA wondered if forum members could have a 2 hour meeting to network and gel as a forum and to talk about things, get to know each other, learn, etc.

AP5/18/10/12: All forum members let PW know whether they would like to have a meeting (outside of our standing forum meeting), along with possible dates, discussion points, ways to encourage new members, ideas, alternative arrangements, etc.

Minutes and updates: There was a bit of confusion around some of the minutes from the last forum meeting as none of this month's attendees had been able to attend. It was agreed that we would try and make future minutes clearer.

Patient engagement: There was a sense that engagement is still perceived as being distant and that communication could be better and more effective. It was acknowledged that patient engagement is a tough thing but that it may be worth looking at PCT or BMA guidelines for ideas on how to improve. The forum said it would like to engage with more diverse forum members who are representative of the patient base. EJ showed members a new leaflet that is on display in the waiting area about the different members of the practice team and wondered if anyone else had seen it. None had and FM hadn't been aware of it. It was agreed that forum members should be involved where possible to provide patient input/views and help to develop materials which may help to engage more patients in the long run. There was also a discussion about trying to engage more with Greenside patients.

AP6/18/10/12: JA is going to email some information to forum members and FM will distribute it to partners and add it to the next business meeting agenda.

Next forum: The next forum meeting is due to be held on 29/11/12

AP7/18/10/12: SJ/PW to let forum know the date of the next meeting.[See above] pw 31/10/12