

# Patient Forum

**Meeting called by:****Type of meeting:****Facilitator:** SJ**Note taker:** PW**Timekeeper:****Attendees:** Sue Jennings, Dr Chapman, Paula Wright, Christine Squires, Emma Jones, Benedict Jones, Jacqueline Apperley, Carole Thirlaway, Kevin Maddison, Joan Callender, Katherine McCarthy**Apologies:** Kate Ellison, Dorothy Squires

## Minutes

**Agenda item:** Minutes of last meeting**Presenter:** SJ**Discussion:**

Re privacy at reception SJ reported that the space had been measured up for a privacy screen but that this was largely in the hands of the builders/landlord.

Streetlights: PW had not been able to make contact.

Electronic notice board: SJ had liaised with other practices and found that privacy was not an issue for patients. It was discussed that if patients did not wish to be called in for appointments via the notice board they could opt out and an alert would be put on their records which would let the clinician know not to call them in this way. It was noted that only a minority of clinicians called patients in this way.

Flu day: lessons had been learned and next year only one computer system would be used while everyone entering would be told to register at reception.

Roads/Parking Update: A meeting had been held on site with the highways department and they had agreed to recommend the implementation of significant changes as they were shocked with the current situation. Double yellow lines will be implemented on Kepier Chare to ease congestion there; disabled bays will be enforceable, other bays will have a 2 hour stay limit. Yellow lines will be painted on the paths to stop people parking on pedestrian paths. Signs will be erected to direct cars to further parking at the rear of the building. The council will also police the car park. These changes are subject to a 3 month consultation process.

Minutes and Updates: SJ voiced her disappointment at the negative tone of the last meeting. She had thought that at the September forum progress had been made and the mood was positive so was shocked to read that engagement was perceived as distant in the October forum. KM discussed the possibility of electing a forum chair not connected to the Practice and that the forum members take more ownership of the forum and the development of a PF strategy (JA). People reported getting agendas and meetings in good time. Engaging with diverse members of the practice population was discussed. It was noted that our practice population was not very diverse and that the forum may well be representative as it is. PW has added information for minorities in the draft practice booklet. Re clarity in minutes, it was noted that if people did not attend meetings then minutes would always be vague to some degree.

**Conclusions:****Action items****Person responsible****Deadline**

✓ Contact Streetlights

PW

✓ Forum to meet and discuss electing a chair/chairs

JA

✓

✓

**Agenda item:** Patient Survey**Presenter:** SJ**Discussion:**

The survey was discussed and tweaked again to everyone's satisfaction. It was agreed that we would try to get this finalised before Christmas.

**Action items****Person responsible****Deadline**

**Agenda item:** Practice Booklet

**Presenter:**

**Discussion:**

As it was late members were asked to take the draft book home and to have comments in to Paula by next week.

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**Agenda item:** Comments and Suggestions box

**Presenter:** SJ

**Discussion:** No comments to discuss this month

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**Agenda item:** Any other business

**Discussion:**

Forum members would have a meeting in January and the next PF would take place in Feb.

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