

**Havelock Grange Practice
Minutes of Meeting**

Meeting Title: Patient Forum	Date: Wednesday 18 th September 2013
Time: 17:00	Venue: Meeting Room 1, One Life, Hartlepool
Chair: AE/SA	

Present: AE, RK, JG, WH, BC, EC, IC, MC, GM, MM, PW, MW, GP, EW, CH, MM & CN
(PM's)

Item no.	Item description	Action for	Due by
1	Apologies for Absence AF, HM, RM PW & JY		
2	Minutes of previous meeting Agreed as a true record		
3	Matters Arising Practice Survey - The proposed survey was discussed in depth. It was agreed that the purpose of the survey was to capture the experiences of the patient on the day either with a GP or Nurse. It was agreed to provide information via the TV screens that the survey was being completed. Survey forms would be handed to patients both by reception and clinical team members to ensure that those patients who utilise the self-patient check in have the opportunity to complete. It was agreed that a note be put on question three to use the section for further comments if they felt anything could have been better. Question four required not applicable to chose from as not all patients require an examination. The survey will be handed out for a month. SA (GP) joined meeting		
4	Staff <ul style="list-style-type: none"> a. Healthcare Assistant – CB (HCA) has left the practice to relocate and take up a new business venture b. Practice Nurse – KA – an experienced Practice Nurse who commenced with the practice on 9th September 2013 c. Practice Nurse – DF – an experienced Practice Nurse who will commence with the practice on 23rd September 2013 d. GP Registrar – RMu commenced with the practice in August and will be with the practice for one year e. New GP – MG will commence with the practice on Monday 9th December 2013 and will be working six sessions per week (three days) 		
5	CQC – Care Quality Commission Practice visits have now commenced. The practice will have a visit within the next two years and will be given 48 hours notice. The practice has been advised that the assessors would welcome the opportunity to talk to some members of the patient group forum. Volunteers were requested. WH, MM and JG said they would be happy to attend if they were available.		

continued

Item no.	Item description	Responsible Person	Due date
6	<p>Flu Saturday</p> <p>This is to be held at Park Road on 12th October 2013 and will be by appointment. There are currently six clinicians working this day and this will probably increase.</p> <p>It was explained to the group that this year the Government are also encouraging shingles vaccination for all those patients aged 70 & 79 on 1st September 2013. This will continue in future years with eventually all those aged 70 or over having been offered the vaccination.</p>		
7	<p>Complaints</p> <p>The number of complaints received in the first six months of this year has reduced on the previous year. Subject matter included appointments and continuity of care. The group discussed the appointments and the continued number of patients who do not attend and fail to notify/cancel their appointment. The group agreed that this was a waste of time and resources that impacts on availability. Text reminders were put forward as a suggestion of reducing the numbers. The practice advised they were looking and costing a solution to providing this facility in a safe manner without breaching confidentiality. The practice advised that it would be shortly working with an outside company to complete a demand study on the number of appointments required on a daily and weekly basis. The practice will then look at manpower levels and how best to make any appropriate changes to the appointments system.</p>		
8	<p>Chairperson for Patient Group</p> <p>The practice suggested that the group may like to think about nominating a group member to become the Chair. The Chair would liaise with both Managers about the content of the agenda. The practice would continue to provide all administrative support required and GPs and Managers would continue to attend the meetings and lead and provide information on all in-house issues. The group were asked to feedback to the next meeting.</p>		
9	<p>Time out Event</p> <p>The practice will be closed from 12 noon on Wednesday 25th September 2013 for training. CCG are providing training on COPD.</p>		
10	<p>Any Other Business</p> <p>Marjorie Marley brought to the attention of the practice a form that was to be used by GPs and given to the Ambulance Trust for some patients. The practice was unaware of this and both the practice and MM stated they would find out more information.</p> <p>Ronald Keen asked if the practice had uploaded their data onto the national spine. The practice confirmed that this had been completed approximately two years ago and that all appropriate codes had been entered on those patient's records who had dissented.</p> <p>Ronald Keen asked whether the practice had information on dates and services being moved from the hospital to One Life. The practice stated they did not have this information but would ask BP (GP), CCG Chair if he could help provide this information.</p>		
10	<p>Date & Time of next meeting</p> <p>Wednesday 4th December 2013, 17:00</p>		