

PATIENT FORUM MEETING
6.15 pm on January 13 2016

1. THOSE PRESENT

JT, CM, MH, MR, LG, SS, BT, SO, AB, AG

2. APOLOGIES ;

RG, DS

3. MINUTES OF LAST MEETING

The minutes had been circulated and so were accepted as read. The only matter arising was that Dr Khan's talk had been a great success.

Dr Khan Pain management 2 page summary to be added to website

4. PRACTICE UPDATE

(a) Infection control

Practice annual infection control assessment in December. 100% achievement

(b) Flu

Nationally flu campaign results were not as good as previous years. At the practice we have seen increase in number of patients declining the vaccination. Appears to be belief from patients that the vaccination can cause contracting flu, whereas as a "dead" virus this does not happen. Lack of national PR and the warm weather Sep- Dec has not helped. Irrespective Marple Cottage Surgery has continued to offer vaccinations and uptake for over 65 years old c80%, and c75% for under 65 years olds. Still a few more weeks to go before the campaign will stop.

(c) Video consultation pilot

Marple Cottage surgery is one of two practices in England trialling a system called Vidyo whereby video consultations are offered to patients enabling patient and doctor to see each other remotely. This is different to Skype, Facetime etc as it is integrated within the practice clinical system ie the appointment is booked in the same way as a normal appointment, The difference is that the practice receives an email with a unique URL which creates the video contact with the GP.

After several months of trialling we are confident it works well with desktop pcs, iphones, ipads, but due to variety of mobile devices we can't be sure if it works with all makes and models of phones/tablets We are offering a few same day appointments each week and seeking patient feedback on the service.

Marple Cottage believe it could become very useful for very useful for the housebound, hard to reach asthmatics, care homes, and even in cases of bad weather etc.

(d) Care Quality Commission

CQC, which is like an Ofsted inspection, has been conducted at 6 practices in Stockport between Oct – Dec 2015. It is expected that the practice will have a visit scheduled sometime from Feb 2016.

(e) Devo Manc/Stockport Together/Locality Developments

Stockport is part of a Vanguard site to look at how to develop new ways of working between hospital, council and primary care. This is outside the

changes being laid out by Greater Manchester devolution although there seems to be some crossover of initiatives / goals.

Locally the practice has been meeting with other practices in the "Neighbourhood" (Marple, Marple Bridge, High Lane) and district nurses/social services to see how we can work more efficiently.

5. PATIENT PRIORITIES

Due to other priorities the practice has not carried out its usual annual questionnaire in favour of some smaller mini-polls re access.

Discussed if the Forum had any "priorities" that could be polled.

Forum members agreed to have a think and email to JT or to MH for future consideration.

6. HEALTH EDUCATION PRESENTATION

After the success of Dr. Khan's talk, we want to continue with another in the spring. 3 a year seems the ideal plan.

The following were suggested as possible topics for talks.

- Childhood ailments and dealing with them at home
- diabetes, eczema, mental health e.g. depression, dementia, caring for the elderly, efficient ways of taking prescribed medication.

7. NEWSLETTER

Agreed to write a Spring Newsletter for the spring

Two newsletters per year

8. AOB

We mentioned spreading first aid knowledge, training in resuscitation and defibrillators, the use of exercise in medicine ie Dr Amaan's initiatives and what happened to them.

The meeting closed at 7 15 pm

9. Next meeting

TBC