

## MINUTES OF THE PATIENT FORUM MEETING

Wed Feb 5 2014

Attendees: Cath Walsh (Chair), Johan Taylor, **MH** , **SO** , **MR** ,  
**BT** ; **DS**

Apologies from **LG**

**Pre-meeting:** We were delighted that Dr Al -Ausi introduced himself and chatted to us before the meeting began.

### 1. MINUTES FROM THE LAST MEETING

These had been read and thus were accepted.

### 2. MATTERS ARISING

JT apologised that he had not sent letter about Patient Confidentiality ( see item 2 on last meeting's minutes) but will discuss with **CW** and send accordingly.

### 3. PATIENT SURVEY

This is still being pursued. There have been few paper responses (143) but more on-line (170). Most responses are from older patients (over 45) not younger (18 to 24) and the Practice needs to show that the results have a broad demographic spread. M.R. asked if the spread related mainly to age. JT confirmed it was so. JT explained that it is hard for the receptionists to push the survey at patients but the midwife and the doctors are being encouraged to hand out the forms.

DS. volunteered to come in and ask people to fill in the forms and help them if need be. Mondays would be most suitable and Mon. Feb 10 has been provisionally agreed upon.

It is unfortunate that there has been less than 10% response.

### 4 FLU VACCINATION UPDATE

Generally this has been as good as last year with 82% take-up for the over 65s; 70% for the under 65s; 82% for pregnant women.

The situation has been complicated this year because pharmacies were encouraged, as late as Sep 2013, to offer vaccinations. They were supposed to notify the practices about whom they had vaccinated but did not always do so. Thus the Practice took time pursuing people thought not to have attended only to find that the pharmacies had done the vaccinations. It seems ironic that practices receive £7 for each patient treated but the pharmacies receive £15pp.

The situation has also been complicated by the whole procedure coming under the new Greater Manchester CCG not primarily under Stockport. This affects many aspects of the flu campaign, including general results since Stockport usually does better than the Greater Manchester area. Marple Cottage Surgery results were similar to last year.

MH asked for clarification about the C.C.G. /Stockport situation. JT gave a brief summary of the changes practices have experienced since new Commissioning groups came into power in April 2013, replacing the defunct Primary Care Trusts (PCTs).

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N.B. Next year the pharmacies will take part again, thus making it difficult to know how many vaccines should be ordered now for September.

## 5 CARE DATA

JT has given us information about this previously. It, at first sight, may not seem threatening but the implications are serious. According to CW data can be sold on, as happened with electoral material which recently turned up in Singapore!

Leaflets are now being distributed to households, not individuals, with the possibility of opting out within 8 weeks of, apparently, April 2014.

Many people are choosing to opt out because of the confusion over the issue. The practice has created an opt-out form for patients to complete to simplify the administrative workload required. MR asked if we can see on our on-line records whether we have opted out. J.T. will investigate.

## CARERS AND OVER 70s PROJECTS

The practice has been asked to help with two projects

1. Stockport M.B.C. asked JT if he would participate in a project about social living for the over 70s. It concerns issues like loneliness but not health.  
Letters are being drafted to send with a questionnaire which will be reviewed by Age Concern.
2. Stockport CCG has asked JT if he would participate in a project with Signpost for Carers which involves helping existing carers, and identifying new carers so that support can be offered.  
Letters are being sent out wc 10<sup>th</sup> February, with Carers Drop in and Appointment clinic towards end of Feb and March

## 6 NOTICE BOARDS

JT. would welcome ideas for the notice boards. The No Smoking Day publicity was suggested as were photos of the doctors and nurses and their specialities. This could be similar to what appears on the web-site.

J.T. to source No Smoking Day posters

## 7 ENHANCED SERVICES THREATS/VIADUCT

At present certain procedures are provided by the Practice e.g. ECG.s , minor ops etc. and the Practice receives payment. This is useful for patients because it is quick and local.

There is a threat that these procedures may be put out to tender in April 2014m, whereby any private organisation could bid to provide them

If this happens it is likely that Practices will not bid due to the huge paperwork associated with the NHS tendering process. This could prove a storm in a tea cup but could result in patients having to travel distances for these procedures.

A new company of GPs , called Viaduct, has been set up in Stockport to bid for services. Although the aim of this company is to act as a vehicle for practices to provide services through it, these does suggest that there will be extra expenditure since Viaduct would have to charge fees for the same services the GPs were providing. Patient Groups should be passionate about services staying with G.P. practices and ensure that they are involved in the services they have, and fight to keep them

#### 8 CCG CONSULTATIONS

There will be meetings about the C.C.G. and its vision.

March 20 Bredbury Hall 2 to 4p.m.

March 25 Alma Lodge 10 to 12a.m.

March 27 Village Hotel, Cheadle 6 30 to 8 30p.m.

April 3 The Rudyard 6 to 8 p.m.

#### 9 AOB

There was no other business.

NEXT MEETING April 2 AT 6O'CLOCK