

**MARPLE COTTAGE SURGERY  
PATIENT FORUM**

**6.15pm on Wednesday 24<sup>th</sup> Jan 2018**

THOSE PRESENT: JT, MH, MR, SO, NO, JG, JB, MH, MT, JC, RC.

APOLOGIES: SJ, GN

MINUTES OF LAST MEETING AND MATTERS ARISING

Minutes are on the web site and matters from them will be considered at this meeting.

1. WALK FOR HEALTH

MH reported that there has been little take up for the walks the PF has been involved in and there are some staffing issues at Walk for Health, Stockport. It therefore seems politic to wait until later in the year and possibly return to the subject later in the year.

2. CAR PARK EXIT

Councillor Geoff Abell has kindly looked at the exit and we all agree that there can be difficulties, on occasions, turning into Empress Avenue. His view was that formal action via the Council would take a long time and would cost the council money.

The practice feels that it is patients choice which way they wish to exit and it is dependent on how cars are parked near the exit. It was suggested that maybe we should develop a PF newsletter to ask people to take great care when leaving the car park and we could put a notice on the new noticeboard doors and we could ask SMBC about further parking restrictions opposite the exit for certain hours.

3. NOTICE BOARDS

There is a new PF notice board near reception. A great improvement.

4. PRACTICE UPDATE

4.1 LATE NIGHT CLINICS

As reported previously, these are now on Mondays and Thursdays. This ensures cover if one of the doctors cannot attend and protects against lone working for reception staff

4.2 FLU UPDATE

The practice has once again worked hard to offer vaccinations to all eligible patients and currently has 3<sup>rd</sup> highest uptake in Stockport for over 65 year old and 2-3year olds.

4.3 PREMISES

In Dec 17 the practice ground floor waiting room was repainted, and in Jan 2018 new LED lights were installed over the car park with some more LED lights to be installed over pathway to the front door

4.4 INFECTION CONTROL INSPECTION

In December 2017 the practice had another Infection Control assessment from SMBC and received a 100% score.

#### 4.5 STAFF

There have been no changes. In February Dr Ronjan Bhattacharya will begin a six month placement, after being in A& E at Stepping Hill.

#### 4.6 TELEDERMATOLOGY

The Practice will shortly be involved in a system whereby patients with dermatological issues that GP would like Consultant advice take a photograph which can be sent to the dermatology department at Salford, via a special app, who will provide written advice within 5 working days. It is hoped that this will prove quicker than traditional referral for appointment pathway.

#### 4.7 PATIENT FEEDBACK

##### (a) Patient Polls

The practice has carried out two targeted patient polls during January

##### (i) Same day appointment use

This poll focused on patients who used a Same Day Urgent 5 min appointment. Questions related to who the appointment was for, reason an urgent appointment was deemed necessary, and outcome ie if problem resolved. There were 138 responses and the practice is collating the results.

##### (ii) Video Consultations

This was sent to patients who had utilised the practice video consultation service over the last 12 months to seek their views to help decide how to develop the service. There was a 45% response rate, and results showed

- 100% found it easy to use
- 60% accessed whilst at work
- 90% would use the Video Consultation Service again

##### (b) Patient Questionnaire

A new, one page Patient Questionnaire campaign will begin at end of January.

#### 5. STOCKPORT NEIGHBOURHOOD CARE.

Many of us who attended the meeting in October have received feed back by email.

MH reported that Dave Wallace had sent an email in which he explained that the results etc will be discussed on Jan 31 by the CCG and then on Feb 6 by Stockport Council Cabinet. Someone will come and discuss the recommendations with us if we wish. We agreed that this would be helpful.

#### 6. HEALTH PROMOTION

There was discussion about how to promote health in the area.

Talks could be arranged on alcohol, depression, bereavement, cancer, childhood ailments.

Ideas were discussed such as Health Promotion Open Days at the Practice or even on a stall at the Marple Carnival to give advice on asthma, blood pressure, exercise, diet etc.

#### 7. AOB

There was discussion about the message on the appointment telephone line. It was shocking to find that there had been an increase in aggressive behaviour towards receptionists and even the doctors. There are still many unattended appointments ( DNAs) and there was discussion of publicizing this situation. MR had attended a meeting about remote monitoring of care homes. He will report at another meeting.

NEXT EVENT WILL BE THE MEETING OF STOCKPORT TOGETHER ON 26 MARCH 2018

We hope the next planning meeting of the Patient Forum will be on 25 April 2018