

Patients' Forum Meeting
6.15pm on 25th January 2017

1. Those present

JT, MH, RG, SO, JG, LG, GN, KL, KM, SM, SJ, MR, NO.

2. Apologies

CM, AD, SS

3. Minutes of the last meeting and matters arising

3.1 Bank account progress and how to spend money

JT has drafted a letter which requests the Patient Forum account be closed, and the monies transferred to the Practice account, which JT will manage (as agreed at the November meeting).

The letter needs to be signed by the previous account signatories and then delivered to the bank.

We discussed ideas of spending the monies.

- help the Practice with small items of equipment
- a more convenient notice board
- use small sums to hire a room at the Methodist Chapel for talks.

Action: JT to investigate cost of noticeboard to install on wall of reception

3.2 One way system

This idea was raised at the last meeting where it was discussed that a one way system would make it less congested travelling down Empress Avenue and make it safer and more convenient for residents and patients. MH has asked friends on the road what they think and they are not averse to the idea.

Action: MH A letter will be drafted which, if approved, could be delivered.

Also we discussed that pot holes in the road are not the responsibility of the Practice but are troublesome.

Also we discussed lighting in the car park

Action: JT to discuss with electrician about possible changing light to LED. Previous concerns had been raised by residents about lights being too bright in car park.

3.3 Champions – 'Reducing the Pressure in General Practice'

MH had read the document and commented on it to JT who referred it back to the writers. MH then received an email from their representative. All ideas seem very, very vague and seem to involve the practices in becoming social centres and organising life for the community. This could be beneficial but something concrete needs to be suggested before we take it further.

4. Patient Presentations

The alcohol talk has been postponed because the speaker has suffered a bereavement and needs time for personal affairs.

JT has contacted someone who was recommended for a presentation on the Bowel Cancer Screening programme JG's daughter could also be approached to provide a talk on this subject.

Talks could be held at the Methodist Church. MH to enquire further.

Action: MH to find possible dates available

Action: JT to follow up with the presenters re availability

5. Walk for Health update

Walks from our Practice are advertised on the Walking for Health website from March 1.

MH and RG will participate but will be helped by the main organiser from Stockport.

MH and RG are continuing with obtaining the necessary qualifications by going on current walks. MH had walked with the Vernon Park group and MH and RG will attend another walk at that locality.

Action: MH to follow up with Dawne to confirm arrangements.

6. Newsletter / Annual report

MH has written a newsletter which summarises the last 12 months. A copy is attached below, and this will be emailed to patients.

7. General Update

(a) Staff / locums

Dr Wise is currently on maternity leave, and Dr Wyatt will begin maternity leave early May 2017.

Locums, including Dr Hattan, will be covering these absences.

(b) Best use of Nursing services (Ear syringing, Diabetes, B12 injections)

JT explained that Stockport is reviewing the existing Treatment Room services in Stockport. At present the services capacity is struggling to meet demand.

Some practices are providing the same services such as ear syringing, removal of sutures, but this has an impact on the availability of practice nurses to provide core work such as cervical cytology and childhood immunisations.

JT will keep Forum informed of developments of the review.

(c) Flu achievement

Practice achievement for flu injections has been high , although there are still a lot of at risk patients who have chosen not to have the flu vaccination this year.

It is expected that there will be outbreak of flu in February.

	Total eligible	%
Over 65s*	1729	84%
Under 65yr at risk	648	75%
Pregnant	71	79%
Carers	68	79%
2-4 year old	233	64%

8. AOB

8.1 Difficulties about collecting prescriptions from local chemists were highlighted.

There are often long waits. JT will investigate but pointed out that the prescriptions leave the Practice promptly but the chemists have to activate them.

8.2 There was also discussion about process prescriptions sent by hospital consultants to the Practice and how these are entered onto a patient's records for activation.

[It could be helpful and more efficient if matters such as A and B above could be submitted in writing to JT to make it easier to research.]

8.3 DS will not now attend meetings but will be glad to help in any way when needed. We send thanks for her many years of support.

Next Meeting : 12th April @ 6 15 pm tbc

Marple Cottage Surgery

Patients' Forum

Chairperson's Report

2015 to 2016

As most of you will be aware, there have been significant changes to the NHS over the past year, with the Stockport Together partnership and the ongoing development of a Multi-Speciality Community Provider (MCP).

Nevertheless Marple Cottage Patient Forum has continued to offer its input and support to the Practice and I have summarised the last year below:

Patient Involvement

The Forum has been run by a small but committed team, who sacrifice an hour every 6-8 weeks to discuss Practice and Forum matters, and get involved where / if they can with mini-projects.

We continue to meet every 6-8 weeks at the Practice, and almost always are attended by a member of the Practice, usually Johan Taylor, Practice Manager.

I am grateful to everyone who is involved, and I am absolutely delighted that many new faces have attended our regular short meetings. Some people have attended a few times others only once but all are very welcome and bring new ideas and support our Practice.

In 2017 we will continue to open the forum meetings to anyone who wishes to attend. There is no obligation to commit to attend every meeting, but feel free to attend whenever you can.

We do need more people to help, even if they cannot attend meetings but can offer time with projects or health promotion. Developing our patient representation will continue to be a key priority for 2017.

CQC

We were very pleased to help in any way we could in early February 2016 when the Care Quality Commission (CQC) visited and the Practice was awarded Outstanding, a level rarely given. Some of us were interviewed over the phone but all the staff put in so much work, gave so much time and showed such good organisation and motivation that the award was richly deserved.

Health Promotion Presentations

We have continued to provide health promotion talks for patients, with fascinating presentations by Dr Khan on Pain Management, and Dementia by Dr Steve Bradshaw. Indeed the Dementia presentation proved so popular that numbers had to be restricted. It was very clear, helpful and above all compassionate. Dr Bradshaw stayed after the main presentation to give personal advice and answer questions.

Organising more patient presentations is a key priority for 2017. We would be very glad of suggestions of subjects relevant to a significant number of patients. If there is a huge demand for a specific topic we will consider hiring a room with more seating than the Practice building itself.

Walking for Health initiative

Stockport MBC organised a series of easy walks for patients who might need support and encouragement as part of the national Walking for Health initiative. We hope to begin another series of walks from the beginning of March 2017. We will display posters and ask the surgery to send text messages to promote this.

Next Forum meeting: **18:15 -19:30 on Wednesday 12th April 2017 (TBC)**

Do pop in; they are short, informative and very informal.