

Brief Notes from the Patient Forum Meeting
held on Monday 15th January 2018

Present:- Vivienne Lane, Michael Kitchen, Margaret Howe,
Rupert Leggett, Lesley Smith, Avril Binns,
William Baldwin, Elliott Bermudez Galton,
Stephen Liversedge and Gill Warburton

Apologies:- None

AGENDA ITEMS:-

1. Welcome to new member Elliott Bermudez Galton
2. Approval of minutes of meeting from 9th October 2017
3. Janet Price from the Staying Well Team
4. Feedback from the last Healthwatch meeting
5. BHF Video re. cholesterol
6. Mental Health Awareness Week
7. Flu Vaccine uptake and provision for flu outbreak
8. Any other business
9. Date and time of next meeting.

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. Welcome to our new member, Michael welcomed Mr. Elliott Bermudez Galton to the group and everyone introduced themselves.
2. Approval of minutes of meeting from 9th October 2017 - the minutes were approved as accurate.
3. Janet Price from the Staying Well Team - Janet gave a very interesting talk about what the Staying Well Team can offer to patients aged 65 and over.
4. Feedback from last Healthwatch Meeting - Vivienne gave a brief outline of the last Healthwatch meeting that she attended. The 4 main topics

discussed were Urgent Primary Care, Extended Primary Care, Out of Hours and A+E GP Streaming. It was agreed that going forward, **Vivienne** would produce a synopsis of the meeting and pass this to Gill prior to each Patient Forum so that Gill could email it out to everyone thus saving Vivienne having to read it all out. **All members** to please bring any questions for Vivienne to the meeting.

5. BHF Video re. cholesterol - the group watched a short video by the British Heart Foundation about cholesterol and it was felt that it would be good to have similar health educational videos playing in the waiting room. **Gill** to look into the costs and practicalities of having same.
6. Mental Health Awareness Week - Lesley suggested that she and Gill put together a display in the waiting room for Mental Health Awareness week starting 14th May. **Lesley** to source some leaflets and posters.
7. Flu Vaccine uptake and provision for the flu outbreak - Bill asked how well the flu campaign has gone this year. Gill reported that 78% of over 65s, 60% of under 65s at risk and 60% of children aged 2 or 3 had been vaccinated. These figures are very high but patients were still being contacted and offered the vaccine.
8. Any other business - Avril asked why unused medications cannot be re-used when a patient has died. Stephen explained that the Law states that once a medication has left a Pharmacist's shop then it cannot be returned unfortunately. Vivienne said that she will be away for the next Healthwatch meeting. **Rupert** kindly volunteered to attend in her place. **Vivienne** to let Gill know the date and **Gill** to pass this on to Rupert.
9. Date and Time of Next Meeting - the next meeting will take place on Monday 9th April 2018 at 5pm. **Rupert** has an agenda item which affects young people and will let Gill know nearer the time. **Gill** to invite a local Clinical Audiologist from Specsavers NHS Services to come along as previously agreed.