

Brief Notes from the Patient Forum Meeting  
held on Monday 10<sup>th</sup> July 2017

Present:- Vivienne Lane  
Michael Kitchen  
Margaret Howe  
Rupert Leggett  
Lesley Smith  
Stephen Liversedge  
Gill Warburton

Apologies:- Avril Binns

AGENDA ITEMS:-

1. Forum Membership
2. Feedback from the last Healthwatch meeting
3. Patient Survey - should we conduct another survey this year?
4. Living with Partial Sight Loss
5. Bolton Quality Contract 2016/17 and 2017/18
6. Any other business
7. Date and time of next meeting.

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. Forum Membership - due to the sad loss of Mona and Rachael from the group, future membership was discussed. Michael volunteered to be the Chairman. It was agreed that **Gill** would try to contact Turton School again with a view to recruiting a younger member to the Forum. **Rupert** to find out the email address of the Head of Sixth form and will pass this

on to Gill. **Gill** to also email the practice's group of on-line patients to ask for volunteers to join the group. **Gill** to put a message on the Jayex Board and also to put posters up advertising for more group members.

Feedback from the last Healthwatch Meeting - Vivienne ran through a summary of the Healthwatch meeting of 16<sup>th</sup> May 2017. The theme of this meeting was Dementia. There was a speaker from Dementia United who outlined their aims and the Implementation Plan that they had for the next 18 months. The other main topic was the introduction of Dementia Friendly Pharmacies - this is project to encourage all pharmacy teams to support people in the community living with dementia and their carers.

3. Patient Survey - It was agreed to re-run the survey in 6 months' time and to keep the survey the same as in previous years. **Gill** to organise this.

4. Living with Partial Sight Loss - Lesley told the group about her experience of living with Macular Degeneration (MD) and about the support that she has received from her Optician, Royal Bolton Hospital and a charity called the Macclesfield Eye Society. She brought some leaflets and examples of special glasses that help with MD and a magnifying glass. It was agreed that **Lesley** would contact the Macclesfield Eye Society to ask for a poster to put up in the waiting room asking patients to inform the reception desk if they have a problem with their sight.

5. Bolton Quality Contract (BQC) 2016/17 and 2017/18 - Stephen explained to the group the practice's performance in the BQC in 2016/17. The practice achieved in full 37 out of the 39 targets. The 2 areas where the target had marginally

missed the targets were asthma checks for children and to reduce the prescribing of antibiotics.

6. Any Other Business - Margaret suggested that the forum could help to organise an event in the waiting room for people with sight loss similar to the Carers Event that was held back in November. **Gill** to run a search to see if she can identify patients with sight loss and in particular with macular degeneration and she will bring the numbers to the next meeting. **Lesley** will contact the society to see if they are able to supply any materials or information for the event.

Stephen told the group that a new target that he has added to the BQC for 2017/18 is for all practices to take part in training on awareness of patients who are Bisexual, Gay, Lesbian or Transgender. This will take place in all practices in Bolton during 2017/18.

7. Date and Time of Next Meeting - the next meeting will take place on Monday 9<sup>th</sup> October 2017 at a new time of **5pm**.

If anyone has any agenda items for the next meeting, please email these to Gill.