

Brief Notes from the Patient Forum Meeting  
held on Monday 9<sup>th</sup> February 2015

Present:- Scott Alker  
Rupert Leggett  
Vivienne Lane  
Rachel Kirkham  
Mona Patel  
Stephen Liversedge  
Gill Warburton

Apologies:- Margaret Howe, Elisabeth Williams, Michael Kitchen, Danielle Williams, Avril Binns, Renee Cavanaugh and Jim Sherringham from Healthwatch who had hoped to attend this meeting.

AGENDA ITEMS:-

1. Welcome to Mona Patel and Rachael Kirkham
2. Chairperson Role
3. Carers Event held on 28<sup>th</sup> November results
4. New Friends and Family Cards results
5. Patient Survey
6. Practice Newsletter
7. Any Other Business
8. Date and Time of next Meeting

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. Welcome to New Members - Gill opened the meeting by welcoming Mona Patel and Rachael Kirkham as new members to the group.
2. Chairperson Role – Sadly Scott announced that he is stepping down as Chairman as he has now moved out of the practice area and is therefore going to be registered at a practice closer to his new home. His great contribution to the group was recognised and everyone expressed their gratitude for his hard work and enthusiasm, particularly in organising the Carers Event held last November.

It was agreed to wait until the rest of the group were present before electing a new Chairperson.

3. Carers Event held on 28<sup>th</sup> November results - Gill reported that the Carers Event had identified 7 new carers who have now been added to the practice's Carer's Register with a further 10 patients either having completed a Bolton Carers Support postcard whilst at the surgery or taken one home to read and hopefully to post on at their leisure. The postcard goes to Bolton Carers Support who then contact the sender and discuss what support they are able to offer to them.

It was agreed to repeat the Carers Event on Carers Rights Day later this year which will be in late November again. It was also agreed to look at holding something similar in the Summer months, perhaps focusing on one of the cancer campaigns that will be running at the time. **Scott** will email the details and dates of the up-and-coming cancer campaigns.

4. New Friends and Family Cards Results – Gill had brought to the meeting all the Friends and Family cards that had been collected so far. These cards are an NHS mandated questionnaire which asks patients to score their practice as to whether they would recommend the surgery to their friends and family. The scores options are 'Extremely Likely', 'Likely', 'Neither Likely or Unlikely', 'Unlikely', 'Extremely Unlikely' and 'Don't know'. Patients are then asked to give the main reason why they had awarded the score that they had ticked. Of the 38 cards collected so far, 31 had selected 'Extremely Likely', 5 had ticked 'Likely', 1 had ticked 'Extremely Unlikely' and 1 had ticked 'Don't know'. The comments on the cards of all patients who had scored anything other than 'Extremely Likely' were looked at by the group and it was concluded that the practice had performed extremely well and that there were no obvious learning points from the results so far.

It was noted that the question on the reverse of the card which asked if a patient considered themselves to have a disability (yes or no) was poorly worded however, as this is an NHS England recommended document it was agreed to continue with this question card for the moment.

5. Patient Survey – The survey used for 2013/14 was looked at by the group and it was agreed to add in a question to ask whether the person cared for someone. It was also agreed that **Mona** would look into the correct wording for the last question which asks about sexual orientation.

6. Practice Newsletter – Everyone present was happy with the latest newsletter which is about to be circulated but with 2 alterations... it was felt that a brief explanation of what a Health Trainer is would be

beneficial for patients and it was also felt that the section ‘make your own appointments’ would sit better next to the section ‘Prescription Requests’ as these both refer to Vision On-line. **Gill** to action these changes and then circulate the newsletter widely.

7. Any Other Business – Stephen briefly outlined the new Bolton Contract that is coming into force on 1<sup>st</sup> April 2015 which focuses on 19 areas of work for practices to either maintain or improve on their current levels. These areas range from access to clinicians to screening. There are targets for most of the 19 areas which practices are to work towards. The idea is that the Bolton practices would work more uniformly in their opening hours and that standards across the board would be driven up whilst making savings in areas such as prescribing by trying to eliminate wastage of prescribed medication and also unnecessary hospital follow-ups.

8. Date and Time of Next Meeting – the next meeting will be on Monday 11<sup>th</sup> May 2015 at 7pm. If anyone wishes to add any items onto the agenda for the next meeting, please email these to Gill.