

Brief Notes from the Patient Forum Meeting  
held on Monday 2<sup>nd</sup> June 2014

Present:- Scott Alker  
Rupert Leggett  
Margaret Howe  
Vivienne Lane  
Michael Kitchen  
Stephen Liversedge  
Gill Warburton

Apologies:- Elisabeth Williams and Renee Cavanaugh

AGENDA ITEMS:-

1. Healthwatch update
2. Healthwatch texting pilot
3. Developments with regard to the Innovation Fund Pilot
4. Terms of Reference and Forum membership
5. Support for Carers
6. On-line Services
7. Any Other Business
8. Date and Time of next Meeting

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

Gill opened the meeting by informing the group that unfortunately Mr. Harry Ainscough, one of the founder members of the Patient Forum who has been attending meetings since 2007, passed away earlier this year. The group recognised Harry's dedication and valuable input into the forum over the years and all agreed that he will be sadly missed!

1. Healthwatch Update – Margaret had attended the recent GP Patient Forum network and fed back to the meeting what had been discussed. Their next meeting is scheduled for Tuesday 15<sup>th</sup> July at the Friends Meeting House. Margaret asked the group for suggestions as to who should attend future meetings. If any members wish to attend any future meetings, please email Gill.

2. Healthwatch Texting Pilot – Gill informed the group that the practice has been taking part in a pilot running from 1<sup>st</sup> to 31<sup>st</sup> May asking patients to text any comments, good or bad, to a Healthwatch mobile number. A poster and leaflets have been on display in the waiting room during the month of May. Gill was due to receive feedback from Healthwatch and would pass this on at the next meeting.

3. Developments with regard to the Innovation Fund Pilots – Stephen outlined the 2 Innovation Fund pilots to the group and where the practice was with regard to getting started. After failing to appoint a Nurse Practitioner, it had been decided by the practice to take on a salaried GP instead. The pilots run for 12 months once they get up and running.

4. Terms of Reference and Forum Membership – Gill had brought a sample Terms of Reference for a Patient Forum taken from the internet and these were discussed. Some minor changes were made and it was agreed that the Terms would then be adopted for the group. Regarding Forum membership, Gill said that she had been approached by 2 patients who wanted to join the group and those present were very happy to expand the Forum numbers to include these 2 ladies. Gill highlighted the areas where the group was not representative of the practice population and these were discussed.

5. Support for Carers – Scott talked about his passion for supporting carers. He suggested that Gill invite Georgette Kay to the next Forum meeting. Georgette is employed by Bolton CCG to support carers in Bolton. Gill will arrange this.

6. On-Line Services – Gill explained how the practice was trying to promote the use of the software which enabled patients to book appointments and to order repeat prescriptions on-line.

7. Any Other Business – Scott discussed the current forms that new patients are asked to complete when they register with the practice and it was agreed that Gill would try to amalgamate some of the forms in order to reduce the numbers of pieces of paper. Gill will email these out to members for comments at the next meeting.

8. Date and Time of Next Meeting – the next meeting will be one Monday in September but the actual date will be dictated by when Georgette Kay can attend. If anyone wishes to add any items onto the agenda for the September meeting, please email these to Scott.