

Brief Notes from the Patient Forum Meeting
held on Monday 22nd September 2014

Present:- Scott Alker
Rupert Leggett
Margaret Howe
Vivienne Lane
Avril Binns
Stephen Liversedge
Gill Warburton

Apologies:- Elisabeth Williams, Michael Kitchen, Danielle Williams,
Rachel Kirkham and Renee Cavanaugh

AGENDA ITEMS:-

1. Georgette Kay from Bolton Carers Support to speak
2. Healthwatch update
3. Healthwatch texting pilot
4. Developments with regard to the Innovation Fund Pilot
5. Updated Terms of Reference
6. New Patient Registration Forms
7. Any Other Business
8. Date and Time of next Meeting

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

Scott opened the meeting by welcoming Avril Binns who has recently joined the forum.

1. Georgette Kay spoke to the group about her role and the role of Bolton Carers Support. She outlined what support and help is available to carers and how important it is for the practice to try to identify carers amongst the patient list so that they can be offered an annual health check and given the details of Bolton Carers Support in order to be able to access help if this is needed. She explained that Bolton Carers Support is a charity that receives funding from the NHS, the Council and also from Comic Relief. There are 30,000 carers in Bolton of which 1,200 are young carers. The average age of a young carer is 12 years old. There

are Carers Cafes dotted around Bolton for carers to drop in at. National statistics estimate that 1 in 10 people should be registered as a carer.

Avril had a question regarding transport costs when caring for someone who lives in another district. **Georgette** to find out more information and get in touch with Gill who will pass it onto Avril.

Scott suggested that the group hold an event at the surgery to recognise 'Carers Rights Day' which is Friday 28th November. The hope is that volunteers could talk to the patients who come into the surgery during that day to ask if they are a carer. The aim is to help the practice to identify more carers in order that they can offer support and health checks to these patients. It was agreed that those who were willing and able to help on that day should attend a planning meeting which was to be held in the next few weeks.

2. Healthwatch Update – Scott updated the group on what happened at the last Healthwatch meeting that he attended.

3. Healthwatch Texting Pilot – Gill had rung Healthwatch to ask for some feedback on the texting pilot that the practice had taken part in. This was where patients could text Healthwatch anonymously with any feedback regarding the service that the practice provides. Healthwatch reported that they had had no texts from any of the practice's patients at all and therefore had no feedback for us. This pilot had been run at several practices across Bolton and only 2 texts had been received between all the pilot practices. Healthwatch had asked if the practice wanted to continue with the pilot but the forum members present felt that it should not be continued.

4. Developments with regard to the Innovation Fund Pilot – Stephen told the group about the 2 Innovation Fund pilots that the practice was taking part in. The first is surrounding reducing the numbers of unplanned admissions and is due to begin on 13th October when the new salaried GP, Dr. Jan Newton begins work at the practice. The essence of the pilot scheme is for Dr. Newton to do a surgery whilst one of the other GPs spends time that he or she would have spent in a normal surgery seeing patients who are deemed to be at risk of hospital admission. The patients will either be consulted in surgery or at their home and the GP will spend half to one hour with each patient in order to do a full assessment of their needs and medical history. It is anticipated that this scheme will, in time, reduce the numbers of unplanned hospital admissions.

The 2nd of the pilots is regarding improving communication with the District Nurses and the Active Case Managers electronically but this hasn't started yet due to technical issues.

5. Updated Terms of Reference– Gill presented the updated Terms of Reference and these were accepted by the group.

6. New Patient Registration Forms – Gill explained to the group that she has reduced the numbers of forms which are given to new patients down by 3 without losing any of the essential information that the practice needs to record.

7. Any Other Business – There was no other business.

8. Date and Time of Next Meeting – the next meeting will be on Monday 19th January 2015 at 7pm. If anyone wishes to add any items onto the agenda for the next meeting, please email these to Scott.