

Minutes of Patient Forum Meeting **18th January 2007**

1) Meeting date changed

Bill Fanning explained that the date for this meeting was changed because of the PCT's Pathways for change meeting was scheduled for 16th January 2007 and Bill had hoped to give feedback. Unfortunately the PCT meeting has now been moved to 30th January 2007.

2) Apologies/Attendance

Apologies

The guess speaker from Carers Support was unable to attend tonight. She has been invited to the April 2007 meeting instead.

Mr & Mrs Voisey
Mr & Mrs Buckton
Margaret Ridgers
Rosemary Henderson
Sheila & Mike Kimmins
Vivien Moore

Attendance

Forum Members: Pauline Byerley
John & Margaret Daly
Barbara Charman
Val Billings
Harry Horton
Mrs Iris Busby
Mr H Busby
Alan Pinnington
Mr M Bartlett
Barbara Gerrish
Yvonne Skelton

Westbury Group Practice: Dr Debbie Beale
Debbie Riddiford, Practice Manager
Sister Liz Pickett
Michelle Coleman, Patient Services Co-ordinator

3) Minutes of last meeting

One addition to be made to the minutes of the last meeting – Vivien Moore did attend. The minutes of the last meeting were then agreed.

Bill Fanning sent a letter to the RUH regarding the timing of some appointments. A prompt response was received. Please find enclosed a copy of the reply.

4) Presentation by Debbie Riddiford, Practice Manager

Complaints

Debbie presented a comparison of complaints between this year and last year, ie: April-October 2005 compared with April-October 2006

The chart showed that the number of complaints for GP attitude & prescriptions has gone up whereas the number for GP treatment, Flu clinic and Telephone system has gone down. The number of complaints for Staff attitude & Nurse Treatment has stayed the same.

A comment from the floor – The two main flu clinics were in the half term holidays some people might not have come. Debbie agreed to take this into account when arranging the next flu clinic.

Debbie went on to explain that complaints are taken seriously and are used to improve matters eg to avoid the same problem happening again.

Questionnaire Feedback

A hand out covering the presentation is attached to the minutes.

A comment from the floor – This person has heard from other people that they feel they never have long enough to speak to the doctor. Debbie announced that the surgery is going to advertise that patients can ask for a longer appointment. She went on to explain that appointments are currently booked every 10 minutes, although GPs give patients the time they need, ie: some patients take 2 minutes, 10 minutes, 20 minutes etc.

A question from the floor – Are repeat prescriptions reviewed? Dr Beale replied they are reviewed at least once a year.

A question from the floor – Why is the surgery not able to leave messages on answer-phones or even with a wife or partner? Debbie Riddiford replied that the surgery is advised by the MDU (Medical Defense Union) that we are not to speak to anyone other than the patient, unless it is recorded otherwise on the patient's notes.

5)

Presentation given by Michelle Coleman, Patient Services Co-ordinator

New Same Day Service

Copies of the slides used during Michelle's presentation are attached.

Bratton Surgery Dispensary

Michelle handed round a draft version of the new Bratton Surgery information leaflet which includes information about the new Dispensary at Bratton Surgery. A copy of the leaflet is attached.

A question from the floor – A large number of staff use the surgery car-park during the morning and yet the GP spaces are often under used. Could staff park at a distance and walk to work to make more spaces free for patients? Debbie Riddiford replied that the surgery rents spaces across the road at the Methodist church. Another factor is that some residents park their cars in the surgery car park although letters have been left on their cars asking them to refrain from doing this. Also there has been an increase in the parking problem due to the alterations on the church next door. Debbie Riddiford agreed to review the doctors car parking, to ask the Council if staff could be given a dispensation if they parked in the Town car park and the Police will be asked if they had any free parking at the back of the station that could be made available to staff.

A question from the floor – Where is our nearest accident & emergency Services? Dr Beale explained we are currently open 8am-6.30pm each week day & there was a 24hr Minor Injury Unit in Trowbridge. For more serious life threatening matters the accident and emergency department at RUH should be used. It is hoped that we will have more information on the possible closure of Westbury's Minor Injury Unit at the PCT's Pathways for Change meeting on 30th January 2007.

(Additional note from Bill Fanning: In the event this clarification was not forthcoming).

6) AOB

Bill Fanning is attending a Wiltshire Patient Participation Group meeting and will report back to the Forum at our next meeting.

Bill asked if everyone felt that the Patient Forum should still be fundraising and, if so, how this could be done? It was agreed that it was a great idea to raise money for Westbury Group Practice although there had been a strong vote to not do the Mince Pies and Christmas raffle. It was agreed for this matter to be put onto the Agenda for the next Forum meeting to give all Forum members time to think of new ways to raise money.

Did you know?

- Someone rang Bath Clinic & their phone system was just as complex as ours
- Warfarin patients can purchase their own Accu-check machine.
- If you are living with persistent pain, there is a book that you can purchase from the Pain Clinic at Bath. £3.00 per book to buy. Bill asked if the Forum would like a presentation on Managing Pain at a future meeting? The Forum agreed.

7) **Date of next meeting 26th April 2007, 7pm @ Eastleigh Surgery**