

**MINUTES OF WESTBURY GROUP PRACTICE
PATIENT FORUM MEETING
27th April 2009
AGM**

Present: Bill Fanning (BF), Ken Reis (KR), Kerry Eatwell (KE), Margaret Daly (MD), John Daly (JD), Barbara Burrows (BB), Peter Biggs (PB)

Present from the practice: Debbie Riddiford (DR), Michelle Coleman (MC), Dr Debbie Beale (DB).

Apologies: Sister Liz Pickett, Barbara Charman, Vivien Moore, Marjorie Ellery, M Bartlett, Shelia Kimmins, Mike Kimmins.

	AGENDA ITEM	ACTION
1.	<p><u>Minutes of last meeting</u></p> <p>BF & MC met to agree on the alterations required for the practice booklet. These alterations have been sent to the company providing the booklets and MC is waiting to be sent a revised 1st draft of the booklet. MC has been asked to inform the company names of possible advertisers that could be approached to be included in the booklet.</p> <p>There are problems with the on-line prescription service. DR informed the group Dan Knowlson (IT consultant) has already been tasked to solve these problems. It was agreed by the group that ordering repeat prescriptions on-line is a valuable service to patients. DR to provide update at next meeting.</p> <p>KR reported that he recently had difficulty getting an extended hours GP appointment which resulted in him having to wait 10 days for the appointment. KR has already shared the full details of what happened with MC who has promised to look at the in-house systems to ensure extended hours appointments are easily accessible for patients.</p> <p>KR reported that he recently called the practice and felt he was 1st in the queue for far too long and then after the wait he heard a ringing tone with no answer. MC apologised for this and explained this was not the expected usual procedure. MC would do some tests of the phone system to identify and resolve any problems.</p> <p>BF confirmed to that a letter was sent to Graham Warmington and a warm response came back.</p> <p>BF informed the group that Celia Nightall has decided to withdraw her position as Press Officer for the Forum.</p>	<p style="text-align: center;">MC</p> <p style="text-align: center;">DR</p> <p style="text-align: center;">MC</p> <p style="text-align: center;">MC</p>
2.	<p><u>Finance up-date</u></p> <p>KR provided the finance up-date on behalf of Mike Kimmins (MK) and summed up with reporting that the balance in the account was estimated at £635.22 . BF noted that for many months the practice had not put in any requests of where the money could be spent.</p>	

	<p>The group agreed the money should now be kept for the new build. KE suggested the forum should keep a moving list of suggestions of what the money could be spent on in the new building. KR agreed and invites ideas from all forum members on this.</p>	ALL
3.	<p><u>Election of officers</u></p> <p>Proposals were put forward for the positions held in the patient forum committee. The following were agreed:</p> <p>Chairman – Bill Fanning – proposed by JD and seconded by MD Vice Chair – Ken Reis – proposed by JD and seconded by BB Secretary – Agreed to be discussed later during item 5 below. Treasurer – Mike Kimmins was re-elected. BF to confirm with MK that he is happy with this.</p> <p>BF reported that Sheila Kimmins (SK) had elected to step down as secretary from the forum. The forum and the practice expressed their thanks for what SK had provided the forum in her role as Secretary. SK has informed BF that she will still remain a general member of the forum.</p> <p>BF noted that SK permissions will need to be withdrawn from the cheque book.</p>	BF BF
4.	<p><u>Surgery developments</u></p> <p>Dental Services – DB informed the forum that although it has not gone to press yet, the practice has been able to secure a dental contract with the PCT to provide Westbury with NHS dental services. The main part of the contract is to provide services for children. DR stated that this was a new venture for the practice who are excited to have won the contract after chasing it for the last 18 months. It should be up and running by the summer and the service will initially be based at Westbury Hospital. The service is in addition to what is already provided by the PCT in the Dental Suite at Westbury Hospital. DR added that publicity will not be done until everything is in place so that patients are not able to enquire or sign up for the practice before the service is ready. Once the practice has moved to the new site NHS dental service will be moved to the new site too. This is when the practice then hopes to extend the service to private patients.</p> <p>Stroke Awareness day – DR informed the group that on 15th May 2009, in conjunction with the Rotary Club, the practice will be providing clinical and administrative staff to perform blood pressure and pulse tests. This type of event has been held before and has proved to be a great success. It will be held in a marquee next to the Library. DR informed the group that all forum members are welcome to attend. BF will be attending for 2-3 hours during the day.</p> <p>Flu Outbreak – DR provided the group with information about how the practice is preparing should we ever reach pandemic status. The practice is provided with regular up-dates in the form of flow charts and reports from the Health Protection Agency giving clear guidance and</p>	

	<p>advising the practice on the sensible precautions that need to be taken. As part of the surgery disaster recovery plan, pandemic has been considered and these pre-agreed plans can be automatically put into place should we reach pandemic status at anytime.</p> <p>JD asked DR if chiropody will ever be coming back to Westbury. DR stated that yes; this is a high probability for when the practice moves to the new site. JD reported that the service provided at Warminster is good but would be more convenient for patients if it was held here.</p>	
5.	<p><u>The way ahead!</u></p> <p>BF has given some thought of how the forum can move forward so that it can be as productive and enjoyable as possible. A meeting will be arranged between BF, MC & DR to come up with a strategy. Please find attached the flow chart diagram and proposal explanation notes that came from this meeting. All members are encouraged to read the attachments and to telephone MC or BF if further explanation is required.</p> <p>BF shared the flow chart with the forum and described how it would work, with input from MC. BF noted that secretarial support would be provided by the practice.</p> <p>KR was in full support of the proposed way forward. KE felt the proposed new structure would enable the forum to be more active and beneficial to the practice and to patients. The forum agreed it may encourage new members to join as the subjects at the focus groups may be of more interest to them. It was felt that the new structure would enable the forum to make more of a difference to the practice. Therefore the proposed plan was agreed.</p> <p>BF asked if any forum members present would like to be a named person on the committee of the new structure. Current committee members are BF and KR. BB offered to join and BF agreed. BF asked for other forum members to fill in the attached reply slip if they wish to be a member of the committee, these are to be sent to MC by 30th June 2009. Members are asked to look at the attached proposal explanation notes to identify what the role will be for committee members. It was agreed there should be a limit of 5/6 committee members in total.</p> <p>It was agreed that the current dates for forum meetings will be cancelled. BF, DR and MC to meet to agree the way forward and future meeting dates. These decisions will be shared with the forum members via a letter.</p> <p>DR reported how much of a benefit it is to the practice to have a patient's forum and how the new structure should mean that we can work together in an even more productive way in the future.</p>	<p>ALL</p> <p>ALL by 30th June 2009</p> <p>BF, DR, MC</p>
6.	<p><u>AOB</u></p> <p>New site - A question from the floor was asked about the new site as</p>	

	<p>people in the town are questioning if it is ever going to go ahead. DB confirmed that the finance has been agreed with the bank, the PCT have agreed what services can be provided at the new site and the PCT have also agreed how big the site can be. A new site has definitely been found but information on where this will be is protected until it has been signed, sealed and delivered! DR reassured the forum that we WILL be moving to another site and as soon as more information can be shared it will be.</p> <p>Hand gel – PB asked if the hand gel was working ok. DR said it was and that patients were using it more now that it was secured to the front desk. However the practice had received a complaint from a patient concerned that a child may press on the nozzle and end up drinking the gel. The practice is monitoring this to assess the risk.</p> <p>Clinic times – BF informed the forum that he was assisting MC with up-dating the clinic time’s leaflet. The forum agreed the leaflet is to be made available at local pharmacies, Westbury Hospital, Patient Forum notice board, Library, Jayex Board in the waiting room, Leigh Park notice board by Tesco, Bratton surgery & White Horse Surgery.</p> <p>Carers – BF asked the practice how it identifies Carers. DB reported that all patients are asked when they register if they wish their details to be passed onto Carers support and both nurses and GP’s identify patients who are carers. Identified carers are put onto the practice carers register. PB suggested that Carers should be a topic for one of the new focus group sessions and this idea was agreed. The forum members went on to discuss carers in more detail and agreed how difficult it is to identify child carers. KE suggested Sue Midgely from Carers Support is invited to the focus group, this was agreed.</p>	<p>DR</p> <p>MC</p> <p>COMITTEE</p>
7.	<p>Date of next meeting – to be arranged.</p> <p>Please note All pre-arranged patient forum meetings have now been cancelled.</p> <p>New dates with be provided by the committee to forum members soon.</p>	<p>ALL</p> <p>COMITTEE</p>