

Brief Notes from the Patient Forum Meeting
held on Monday 24th April 2017

Present:- Mona Patel
Vivienne Lane
Michael Kitchen
Margaret Howe
Avril Binns
Lesley Smith
Stephen Liversedge
Gill Warburton

Apologies:- Rachael Kirkham and Rupert Leggett

AGENDA ITEMS:-

1. Brief feedback from the last Healthwatch meeting
2. Quality and Outcomes Framework achievement
3. Musculo-skeletal Practitioner starting 7th June 2017
4. Friends and Family reports
5. Wifi coming
6. A typical practice conundrum
7. Any other business
8. Date and time of next meeting.

PRINCIPAL OUTCOMES OF DISCUSSIONS:-

1. Brief Feedback from the last Healthwatch Meeting – The focus of this meeting was on Peer Support. Vivienne ran through the various groups that had been represented and who had outlined what support they offer in the community to anyone who needs them.
2. Quality and Outcomes Framework (QOF) Achievement – Gill told the group the very high QOF score that the practice had achieved this year which was 99.7 points out of the 100 available.
3. Muskulo-Skeletal Practitioner (MSK) starting 7th June 2017 – Stephen explained that our new MSK practitioner, Kurt, will be starting work at the practice on 7th June and that he can see patients with any joint or

muscle problems and can also do joint injections. He will be working on Wednesday and Friday afternoons at the practice.

4. Friends and Family Reports – Gill gave each group member a month of the friends and family survey responses to look through. These were all very positive.

5. Wifi coming – Gill reported that Wifi had been planned to be fitted in the practice before the end of March however there has been some delay and she is waiting to find out when it will be installed.

6. A typical practice Conundrum – Stephen told the group about a problem that the surgery is currently grappling with and asked for any suggestions as to how to manage the situation.

7. Any Other Business – Margaret told us about an annual Patient-led Assessment of the Care Environment where a group of 4 people go to the hospital to look at things such as the floors, paintwork, bathrooms, waste bins etc. This annual assessment has been going on for years and she wanted to make the group aware of it.

Gill asked what the group thought about whether to do another patient survey – it was agreed to discuss this at the next meeting.

7. Date and Time of Next Meeting – the next meeting will take place on Monday 3rd July 2017 at 6pm.

If anyone has any agenda items for the next meeting, please email these to Gill.