

The Haven Surgery Patient Forum Meeting -
19/02/2015

Agenda

1. Welcome and Apologies
2. Weekend Opening
3. Flu Campaign
4. Healthy Horizons
5. Friends & Family Test
6. Baby Clinic
7. Patient Online
8. Locality Meetings
9. CQC Inspections
10. Any Other Business

Present

Staff Members:	Dr R Miah, Kim Beedham, Heather Prestwich, Marion Panton, Susan Lightfoot.
Forum Members:	Dianne Emerson, Janet Box, William Stobbs, Harry Barron, Ron Evans, Dianne Lane
Apologies:	Carole Nicholson, Lynne Bryan

Minutes

Welcome and Apologies

Apologies were noted.

Weekend Opening

The Practice is unsure as to whether weekend opening will continue after April 15 due to funding being withdrawn. Kim informed the meeting that funding may be provided from elsewhere but this is yet to be confirmed.

Flu Campaign

The practice thanked the members of the PRG group who helped with the coffee mornings held last year which included drop in clinics for patients needing flu vaccinations. Donations received from the coffee morning were given to Willow Burn Hospice and the practice raised £.

Healthy Horizons

Janet informed the meeting that Healthy Horizons is up and running and that self-referrals can now be made into the Burnhope Wheel. Information has been provided to the Surgery. She also discussed with the members that they are also trying to get dementia/memory added to the service.

Friends & Family Test

Friends and Family test has been up and running for a while and there has been some positive feedback from the results. Staff are to encourage patients to complete the test either on the touch screen machine in the reception area or to complete a paper copy which is kept in reception.

Baby Clinic

The Practice has discussed ways of improving the running of our baby clinic and has decided, along with Child Health for babies to receive specific appointment times. This will commence on the 5th March. To reflect this, Kim has amended the GP and Nurse rotas for babies' clinics to include specific slot types for babies.

Hopefully patients experience will improve, along with the flow of all the clinics.

Patient Online

Kim informed the meeting that as from the 1/4/2015 patients will be able to access their medical records online. Presently the only records available for patients to view will be current medication, adverse reactions and vaccinations.

Locality Meetings

Kim enquired as to whether any of the locality meetings had been attended by members of the PRG, none of our members had attended these meetings.

CQC Inspections

CQC inspections are due in the near future. Patient representative from the PPG will be asked to be available when the inspection takes place to be interviewed by a member of the inspection team. Members will be contacted in plenty time when these dates will take place.

Any Other Business

Promote the Surgery

The meeting discussed ways of promoting how well the practice compares with other surgeries. Members of the PRG suggested using Burnhope Wheel Newsletter which is quarterly but also the Village Voice which is the Lanchester newsletter distributed in Burnhope.

Date & Time of Next Meeting

tbc