

The Haven Surgery Patient Forum Meeting -
17/01/2013

Present

Staff Members:	Dr R Miah, Kim Beedham, Heather Prestwich, Marion Panton, Victoria Morris, Susan Lightfoot, Carole Nicholson
Forum Members:	Dianne Emerson, Janet Box, Henry Barron, Diane Lane, William Stobbs
Apologies:	David Reid, and Julie Savage, Dennis Dunn and Ronald Evans

Minutes

Rurality Determination

All Patient Forum Members had been informed prior to the meeting of the recent decision received by the Haven Surgery in regards to its rurality. The Practice was very much relieved after receiving the good news from North East Primary Care Services Agency that the classification of Burnhope area is 'rural'.

SystemOnline Update

SystemOnline is now up and running with more and more patients showing an interest in the service.

Kim is to carry out a report through tasks to establish how often the system has been used. Kim will also clarify as to whether there are restrictions, for example re: cancelling of appointments – how late an appointment can be cancelled online.

Patient Check In Screen

Hopefully within the next couple of weeks the Practice will have the touch screen monitor in place so that patients on their arrival will be able to self- check in at the reception for their appointments.

Jayex Media

Sue Elsbury, Practice Manager at Stanley Primary Care Centre is to attend the Surgery to train staff members how to upload information on the Jayex Media screen. This training is to be arranged one lunch time and is yet to be agreed.

Winter Pressure Scheme Update

The winter pressure scheme has now been running since November 2012. Patients can now book an appointment to be seen on a Saturday or Sunday in between the hours of 8am – 6pm. Initially 111 were not redirecting patients to the Surgery due to problems after an update on their DOS (Directory of Service) but hopefully this hitch has been resolved and patients are being dealt with appropriately. Clinics have been busy with pre-bookable appointments and walk ins.

Any Other Business

Next meeting to be arranged