

The Haven Surgery Patient Forum Meeting - 17/10/2013

Agenda

1. Welcome and Apologies
2. Minutes from the Last Meeting
3. Rurality Determination
4. CCG Commissioning Intentions
5. Health & Well Being Board
6. Patient Survey
7. MPS Customer Service Session
8. Jayex Board
9. Newsletter
10. Winter Pressure Scheme
11. Stay Warm and Well Campaign
12. Any Other Business

Present

Staff Members:	Kim Beedham, Lynne Bryan, Susan Lightfoot, Marion Punton, Carole Nicholson, Victoria Morris
Forum Members:	Dianne Lane, Diane Emerson, Ronald Evans, William Stobbs

Minutes

Welcome and Apologies

Minutes from the Last Meeting

Minutes from Patient Forum Meeting held 18th July 2013 were accepted as a true recording of the meeting.

Rurality Determination

Currently there is no update to be discussed. Members will be updated as and when there is any news on the rurality determination.

CCG Commissioning Intentions

The NHS is undergoing major changes in its structure. Most of the changes took effect on April 1 2013. It will be some time before all the changes are fully implemented. Some organisation's such as primary care trusts (PCTs) and strategic health authorities (SHAs) will be abolished, and other new organisations such as clinical commissioning groups (CCGs) will take their place.

In addition, local authorities will take on a bigger role, assuming responsibility for budgets for public health. Health and wellbeing boards will have duties to encourage integrated working between commissioners of services across health, social care, public health and children services involving elected representatives of local people. Local authorities are expected to work more closely with other health and care providers.

Health & Well Being Board

A Health and Well Being Event is being held on Tuesday 22nd October 2013. Members from the GP Patient Groups have been invited to attend this event.

Part of the event will be spent looking specifically at the 6 Strategic Objectives in the Joint Health & Wellbeing Strategy. Attendees are to specify which part of the 6 objectives they would like to attend. Three of our patient forum members are to attend this event and will feedback back to the next patient forum meeting in December 2013.

Patient Survey

The Practice has completed the yearly patient survey and results from this will be discussed at our next meeting.

Actions from 2012/13 were discussed, specifically seeing GP of choice. The Surgery now has online appointment booking which enables patients to book their appointments online up to two weeks in advance.

MPS Customer Service Session

After the Patient Survey 2012-13, one of the agreed actions was for all staff to undertake customer service Training. This training has been arranged for the 21 November 2013.

Jayex Board

The Jayex board is up and running but currently not to its full potential. Kim and Marion are to spend a training day to become more knowledgeable of the Jayex system whereupon training will be given to Dianne Emerson who has kindly offered to assist in keeping Jayex up to date.

Newsletter

Current Practice newsletter is due to be printed. The meeting discussed other means of publicising winter pressure opening hours, online appointment booking/prescription ordering and the availability of seeing a male GP on weekends.

Winter Pressure Scheme

The Practice reopened for weekend appointments on the 5th October 2013 and will remain open on Saturdays and Sundays 8-6pm until 25th March 2013. This year more GP practices are open and patients can be seen at other GP surgeries if their own practice is not open.

Stay Warm and Well Campaign

Stay Well and Warm leaflets for over 60s are to be added to the Age Concern Bags that are available at the Practice. These bags are being given out by staff to patients who have been attending the Surgery for their flu vacs. The campaign will also be added to the practice newsletter.

Any Other Business

Next meeting to be held on December 12th 2013 at 2pm