

The Haven Surgery Patient Forum Meeting -
18/09/2014

Agenda

1. Welcome and Apologies
2. Friends & Family Test
3. Avoiding Unplanned Admissions DES
4. Weekend Opening
5. North Durham Focus Group
6. Seasonal Flu Campaign
7. Healthy Horizons
8. Health & Well Being Board
9. Lifestyle Advice and Obesity
10. Rurality Determination
11. Any Other Business

Present

Staff Members:	Dr R Miah, Kim Beedham, Heather Prestwich, Susan Lightfoot, Carole Nicholson, Stacey Byron
Forum Members:	Dianne Emerson, Janet Box, William Stobbs
Apologies:	Marion Punton, Victoria Morris, Henry Barron, Diane Lane, and Ronald Evans

Minutes

Welcome and Apologies

Apologies were noted.

Stacey Byron was introduced to the Patient Forum Members.

Friends & Family Test

The FFT will come into practice from the 1st December. The FFT is basically a patient feedback tool that will be asking patients if they would recommend our service to their friends and family. The practice will be provided with an electronic kiosk in reception to help to collate responses to the question 'Would you recommend us to your friends and family'.

There will also be a manual option to allow more vulnerable patients and housebound patients the opportunity to be involved.

Avoiding Unplanned Admissions DES

NHS England has introduced a new service for people who are more at risk of an unplanned admission to hospital, and who would be likely to benefit from more tailored, active support from their GP surgery.

The practice has created a register of patients, and these patients will then be given a named GP, who will have overall responsibility for their care and support along with a named care coordinator. The named GP and care coordinator will work with patients to develop a personal care plan and review and discuss any changes needed.

Weekend Opening

There has been agreement to run the weekend opening programme until 31st March 2015. The practice is currently open on a Saturday morning only.

North Durham Focus Group

North Durham Clinical Commissioning Group are encouraging patients to attend specific focus groups on Diabetes and Frail Elderly care. Details of upcoming events were shared with the group

Seasonal Flu Campaign

The practice has agreed to run two flu drop in clinics on the 10th and 17th October, to run alongside a charity coffee morning to raise money for Willowburn Hospice. Staff have all agreed to provide baked goods for the event, but hoped to have some community support in running the coffee morning. Janet and Dianne to try and recruit patient support.

Healthy Horizons

Janet updated the group on the Health Horizons project. Burnhope has been 1 of 3 villages selected to receive a Health Trainer to support patients with lifestyle advice. Details to follow shortly.

Health & Well Being Board

Janet and William to attend the Health & Well Being Board on the 2nd October 2014, and will feed back to next meeting.

Lifestyle Advice and Obesity

Public Health will be shortly withdrawing funding from the Weigh less Scheme and exercise on referral programme. The practice already has high levels of obesity and it is anticipated that the withdrawal of these services will only increase the issue.

Dr Prestwich plans to complete regular reviews on patients with high BP readings, a BMI of over 30 and no recent glucose tests. The group discussed carrying out a patient survey to ask patients how we can help them to get fitter and healthier.

There is a keep fit class held at Burnhope School on a Tuesday Evening.

Rurality Determination

D Miah updated the group on the ongoing issue with the rurality determination. The Judicial Review which occurred after the appeal by Mr Burden, went in the practices favour.

Any Other Business

Date & Time of Next Meeting

