

Patients Forum Meeting (2)

Present: Dr Maguire, David Newton, Ella Browell, Chris Walker, Eileen Drew, Rosemary Newton, George Clarke (Chair), Rachel Cochrane, Margaret Williams, Sue Shone, Linda Ratcliffe.

Apologies: June Mcglen and Carol Clements

Linda Brinkhurst has sent her apologies that she is no longer able to attend the monthly meetings due to other commitments on her time, but is very willing to support the group in any other ways that she can.

Steve Gleadhill would like to be a part of the group and will be able to attend future meetings if held same day and time.

- The Chairman George Clarke opened the meeting by welcoming everyone and informing the group that this was the 2nd meeting. Chair welcomed the new members of the group.
- The Chair asked the group if some 'ground rules' could be agreed: members of the group to consider confidentiality and if anything raised or discussed pertains to an individual member of the group, then it does not go outside of the forum – this was agreed. Chair asked for courtesy whilst members are talking – let members speak and do please do not talk over the top of them. Also that members feel free to move about the room during the meeting should this be more comfortable.
- Minute taking and typing. It was agreed that each member of the team would be on a rota to take the minutes each month. This would work alphabetically. The group member would take the minutes, type them up and pass them to the Chair for final agreement and then distribution. Not all of the group are on email – so some would need to be posted out.
- Minutes from the last meeting. These were agreed as a true record.
- New members are to be sent the last meeting minutes along with today's meeting minutes. For their benefit, Chair took the new members through the minutes of the last meeting. The most important issue of last meeting was the group agreeing on a constitution.
- It was noted that the group would like to get in touch with other patient forums in the locality – to see how to adopt best practice. It was mentioned by Eileen that there is no patient group in Haydon Bridge, but there are others that the group could link into. Chair briefly described the National Association of Patient Participation groups and how it can support our group - NAPP had been contacted and have sent through some information. It was agreed that the practice pay the membership fee of £25 – so that the group can gather support and advice from such an organisation. The chair person had to named on the application form for this and the secretary. David Newton volunteered to be secretary.
- Rachel briefly mentioned that the BMA petition had ended on the week of the first patient forum meeting.
- David suggested that group were all older and needed to have maybe a younger person for their views.
- Chair added that this could apply to ethnic groups also.
- Eileen suggested that a suggestion box be available for patients that would give the younger patients a chance to air their views. Sue and Linda to set this up.
- Rachel suggested that we could have an e-mail for the forum and Sue confirmed that our IT member of staff would be able to set this up. Sue to arrange.
- Chair raised the issue of how we could reach the housebound patients and Dr Maguire agreed we could add a comment on to the bottom of the prescriptions.
- The Forum would like to have a quarterly Newsletter to coincide with the Branch End Newsletter. Group to arrange in conjunction with Practice.
- The Forum minutes could be distributed to the parish clerks in this region and they could display these along with their own minutes in their public cabinets if agreeable. Chair to gather clerks contact details and distribute.
- Rachel is able to have group information printed in the Hexham Courant.
- Eileen informed everyone that there could be a grant available to fund the forum as she had spoken to a friend who was part of a patient's forum somewhere else in the region and they had received a grant. Sue

will contact the Care Trust and see if they are able to lend any support with grants or able to point us in the right direction. Action Sue.

- Chair suggested that the forum would support other groups if there were any issues we could help with.
- Chair talked the group through LINKS – an item from the Dept of Health – about encouraging local people to have their say about health issues.
- Chair talked the group through ADAPT North East.
- Discussions took place around the Darzi clinics which are being set up in the region. There was a general opposition to such clinics as it threatens local GP surgeries - and the group agreed that it could and should lend support to any practices in the area that may be threatened by such clinics opening up.
- The Pharmacy White Paper was raised by Eileen and Chair – and discussions took place around how the practice dispensing services is under threat. It is mooted that any dispensing practice with a Pharmacy within 1 mile will face losing the dispensing service in house. It was agreed that the group be active and support practices with this.
- The pharmacy closing time was discussed as the 5.30pm finish was not convenient with the later surgery finish. Discussion took place around extended opening hours within the practice and how patients will not be able to get their prescription exchanged if there is no pharmacy open. Discussion took place around how Boots dispense their medication and how they often do not have in stock what the GP has prescribed. Some concern was shown from members of the group about the local pharmacist not checking the prescriptions and the fear that an unqualified member of staff may be doing it - It was thought that the group could write a letter to the chemist raising its concerns. The practice is meeting with the local pharmacist soon – and will feed back to the group from this.
- The subject of the group 'corporate image' was raised. As the surgery is under going a slight 'rebranding' process, Sue agreed to include the patient group in this – and design its identity to tie in with the practice. The group identity can then be used for letterheads etc –
- Chair thanked all members for attending – it was agreed that this meeting had raised some pertinent points and all members had actively taken part.
- Next meeting 2pm Monday 4th August at Branch End Surgery.

Agenda Next meeting

Minutes of the last meeting

Keith Pharmacist

Closing Time

Changes to scripts

Pharmacist checking

Meals on wheels

Consistency (David same tablets different manufacturers different shape tablets.)