

Minutes of Crewkerne Health Centre Patient Forum Meeting held on 18th October 2017.

Present:- L.Walker, D.Hughes, J.Farris, A.Needle, B.Meades, K.Sansum, G.Strange, O.Davis, A.Seyfried, K.Powers, N.Baker, J.Nicholas, G.Strange.

Apologies:- S. Allman

Minutes of last meeting.

Read and agreed. J.Nicholas said that she had attended the last meeting, but had not been included in the people attending.

1. Matters arising.

LW said that she had had no feed back on ways to access care from Lisa Pyrke at SHS.

2. Flu Fun Day.

It was agreed that the day went well, and nearly £3, 000 was raised. 1,100 vaccinations were given on the Saturday and 400 on Sunday. All raffle money to be donated to Children in Need, and the refreshment money to be shared by Hardington WI, Children in Need and the Patient Forum. It was agreed that the Patient Forum should keep their share this year, as funds are a bit low and we may want to put on another event.

3. Patient survey.

LW said that we still have to use the current Friends & Family survey, but wondered if we needed to do our own survey. It was suggested that we draw attention to the survey on the screen. There may be something in the future which we need to consult patients on.

4. What would aid GP's?

JN said that a link to this had gone out to everyone. It contains a list of 10 things which would help GP's with a consultation, and she thought that we might include these in the Newsletter. It may also be useful to put them on the screen. LW said that the GP had a lot to get through in 10 minutes, so it would be really helpful if the patient was prepared.

5. Community update

BM said that the Crewkerne project was no longer running, so could be taken off the agenda.

6. Friends and Family Survey.

Nothing to report.

7. Report of Received Comments.

DH said that one patient had been one complaint, when a patient was asked to come in to the surgery, but had then been forgotten. DH has written back to the complainant.

9. December Newsletter.

Symphony, Flu Fun Day report, where to call for help, Dr Hewson's baby news, What will aid GP's, Christmas opening days, website, diabetes monitoring. KS mentioned the new website MyDiabetesMyWay where patients could monitor their own condition.

10.AOB.

DH mentioned that said that from April 2019, all patients are to be asked their sexual orientation, in order to prevent discrimination. Patients can refuse to answer, but will always be asked. There are still national consultations taking place on this planned contractual change.

It was agreed that the handout explaining the Symphony project was very good,

DH said that the County Council provide a very good book on Social care for adults.

LW reported that NHS Somerset is £30 million pounds in debt, and savings have to be made. They are trying to avoid duplication and Somerset Partnership and Musgrove Park Hospital will now share a Chief Executive. The CCG to have a much stronger role.

LW said that the practice staff will now have to wear new name badges. We decided that it would be appropriate to have first name with the job title on the badge. There was discussion about what to call receptionists, and thought that "Patient Support Worker" might be appropriate.

Date of next meeting:- Wed. 15th November at 6.30 pm.