**Minutes of Bingley Medical Practice**

**Patients Forum**

**Monday 20th August 2012**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Introductions** | Welcome to David Child joining the PForum |  |
| **Actions from last meeting** | * Waiting Room revamp
* Plaques now in place
* Thompson Court Open day, plan to fit in with TC Autumn Fair (if held).
* Updated telephone system on order to assist in complaints/rude patient training.
* Summer Newsletter published
 | Will happen sometime when time permits!Awaiting notification of date from TCourt |
| **Healthwatch** | * Discussion around Healthwatch and forthcoming NHS reorganisation. Patient Forum groups will have a greater role moving forward
 | Healthwatch to remain an item on the agenda in the future. |
| **Telephone Triage** | * Extended pilot started on 6th August 2012
* Overall well received by patients & clinicians
* Takes pressure off reception
* Provides more capacity to see doctor of choice
 | Further update at next meeting |

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| **Autumn Newsletter** | * Items to include Triage/Website/New Registrars/University Students
* Clinicians to actively distribute to patients
* Section on the Patients Forum Group to be included
 | Draft will be sent to PF members for commentVolunteer needed to write the Patients Forum section. Contact Sue Dennis |
| **Website** | * A new website is now in place
 | PF members to provide feedback to Sue Dennis on the site |
| **2012 Practice survey** | * Patient Forum agreed that the 2012 survey will be similar to last years. The planned date for distribution is October 2012
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| **Complaints** | * 14 complaints have been received from patients in the period Sept 2011 – June 2012 It was felt that this was a good “result” & no immediate cause for concern
 | Details of the complaints to be sent to PF members. Comments are invited |
| **Patient Forum Group** | * It was agreed that moving forward the PF group should be more “Patient Led”
 | The following actions were agreed:1. Vicky Shaw & Philip Green to be joint Chairpersons
2. A joint meeting with Springfield PF Group should be considered for next year
3. If possible more clinicians should attend
4. Sue D to investigate “Virtual Group”, as tried by Holly Croft
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| **AOB** | * Fire Practice – a patient had been present during a fire practice & it was felt that it was disorganised
* Communication – how should patients contact clinicians for follow ups???
 | Sue D to ensure that correct procedures are followed in the futureTelephone appointments are the ideal solution |
| **Date of Next Meeting** | * Monday 19th November 2012 – 7pm

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