**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 comment  Volunteer 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 | - |
| **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 future  Telephone appointments are the ideal solution |
| **Date of Next Meeting** | * Monday 19th November 2012 – 7pm |  |