**Minutes of Bingley Medical Practice**

**Patients Forum**

**Monday 19th November 2012**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Introductions/****Apologies** | Apologies from: P Barraclough, J Barrans, A Coy, M Walton, M Widdows |  |
| **Actions from last meeting** | * Waiting Room revamp
* Thompson Court Open day
 | Revamp started, notice board in place & table moved. Further long term planning re mobile display unit now in hand.Vicky Shaw to purchase some new toysOpen Day delayed until Spring 2013 |
| **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.A speaker may be invited to a meeting in early 2013 to update the P Forum group |
| **Telephone Triage** | * Takes pressure off reception
* Provides more capacity to see doctor of choice
* Some patients have expressed concern (feedback received via a member of PF group)
 | A fact sheet will be provided by the Practice in early 2013 when results of 2012 survey received |

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| **Autumn Newsletter** | * At the printers due for distribution shortly
 | Sue Dennis to ensure that clinicians surgery times are included |
| **Virtual Patient Forum** | * A “virtual patients forum” is seen as a way of enticing younger people to become involved
* The following ideas will be investigated further
	+ Tweets
	+ SMS texts
	+ Virtual Notice board via text
 | Further work needed to progress this furtherCan any Management Information be obtained from the website, in particular the demographics of people visiting the Patients Forum section of the site. This would help in the design of the best way forward.Sue Dennis to investigate |
| **2012 Practice survey** | * Patient Forum agreed that the 2012 survey will be similar to last years a new one will be designed for 2013
 | Keeping the design similar will provide a foundation on which to measure service provision by the Practice |
| **Patient Forum Group****Meeting with other groups** | * It was agreed that this may be beneficial in the future
* However, before further planning is undertaken the clear objectives of such a meeting need to be defined
 | This may form part of discussions to be held at the January 2013 meeting |
| **AOB** | * A new Patient Information Service has been introduced by AGH. Details passed to G Haslam
* How is obesity treated at the practice, there is a nominated person at AGH to assist
* Liverpool Care Pathway – end of life care
 | These items were mentioned as something we may be interested in |
| **Date of Next Meeting** | The next meeting will be held on21st January 2013 at 7pm  |  |