**Minutes of Bingley Medical Practice**

**Patients Forum**

**Monday 16th September 2013**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies & Welcome** | Apologies:  John Barran, Carole Copping, Jean Gallagher, Ian Hodgson, Pam James |  |
| **Minutes of Last Meeting** | Amendment made to apologies for attendance (David Childs) |  |
| **Matters Arising** | **Waiting Room – View of Bingley**  The question was raised about time scales for the creation of a series of murals in the children’s play area. | Denni Francis, a local artist, will be undertaking the work in Christmas 2013/early 2014. She will be undertaking the work voluntarily |
| **Practice Leaflet** | Comments about the availability of the newsletter were raised | To be reviewed and printed in Autumn 2013 |
| **District Issues** | Lynn provided a useful insight into the current thinking of how the CCG operates. The CCG (Clinical Commissioning Group – Bradford District) is the umbrella organisation that ensures services are provided to the patient population in Bradford  David provided an update on the Airedale Hospital news, including open days and patient engagement sessions | The **important point** to note is that ‘Patient’s voice’ have a huge influence on how these organisations function.  Please raise any issues to Lynn or David so they can be presented at the right level and also be **heard.** |
| **Where are in the tables feedback** | Graphs from previous patient surveys were shown.  Although, patient satisfaction was extremely high, the Practice needs to continually listen to maintain performance |  |
| **Comments to Improve Practice** | The Group suggested the following areas   * Patient waiting times * Non-urgent appointments should take a week or more for the patient to see the Doctor * Need to send patients to Physio’s who actually physically examine/handle the problem area and not just recommend exercise * Can specialist appointments be made outside of the area? * Can I have a second opinion * How do patients know to inform the PPG know to pass on their problems or queries | **What we did**  Some appointments could take longer due to medical conditions. Reception staff to keep patients informed of any delays  We will constantly monitor the situation – it’s a difficult balance between ensuring there are enough appointments for on the day acute illnesses and routine appointments  Contact made with the Physio’s to highlight our concern. If any patient feels they receive sub-standard service please chat with Ann (Patient Services Manager) or Carey (Practice Manager)  We checked with the CCG and a specialist appointment can be made anywhere in the UK provided they fall within the NHS. Some private clinics provide NHS services  We checked with the CCG and a second opinion is available and is also ‘free.’  Third opinions are subject to a charge  All Patients can contact the Reception or speak to Ann (Patient Services Manager) |
| **Ideas to increase PPG membership** | Problem area to ensure we have full representation from all demographics.  A coffee morning was suggested as a potential | This hasn’t been progressed |
| **Immediate Actions** | * Interim joint Chairpersons to be Lynn Asquith & Practice Manager Carey * Only to be considered an interim measure until the next meeting |  |
| **Date of Next Meeting** | * The next meeting will be held on   18th November 2013 | Now re-scheduled to 20th January 2014 |

**BINGLEY MEDICAL PRACTICE**

**PATIENTS FORUM**

**AIMS AND OBJECTIVES**

**AIMS**

The Bingley Medical Practice Patients Forum is a group of patients who together try to make a positive contribution to the services offered to all patients by the Practice. It will help the Practice to develop a partnership with patients to discover what a range of patients think about services and to establish their priorities.

**OBJECTIVES**

The Objectives are:

* to provide a patient perspective to inform the running and future of the Practice & contribute to Practice decision making
* to form a two-way communication bridge between patients and the practice
* to highlight any services that could be improved
* to proactively seek new members for the group
* to develop and support a “Virtual Patients Forum group”

**SCOPE**

The scope of the Forum is limited to clinical and other services offered by Bingley Medical Practice to patients of that practice. Other clinical services not under the control of the Practice are outside the scope of this group.

**METHOD**

The “day to day” guidelines

* The group is not a forum for individual complaints & single issues
* We advocate open & honest communication & challenge between individuals
* We will respect each other
* Silence indicates agreement – speak up, but always go through the Chair
* No phones or overtalking
* We will start on time & stick to the Agenda
* We will have an elected Chairperson & Secretary & meetings will be held regularly