**Minutes of Bingley Medical Practice**

**Patients Forum**

**Monday 20th January 2014**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies & Welcome** | Apologies:Lynn Asquith, Jean Gallagher, Ian Hodgson, David Rowlinson, Dr Pitcairn  |  |
| **Minutes of Last Meeting** | Notice Board amendment (see below) | Item formally added to the notes |
| **Matters Arising**  | The discussion of notice board was missing from the previous minutes. The PPG would like a dedicated notice board that is prominently positioned for the patients to view. The notice board needs to be managed with current information with old material removed on a regular basis for maximum impact.Due to the Practice being in a LIFT building (a version of a PFI funded building) a formal request for a notice board will be submitted to Partners and the landlord.  | Following the meeting a “walk round” by some members of the team identified an area below one of the Call Board monitors as the ideal location**ACTION:** Carey |
| **Patient Satisfaction Questionnaire** | Draft document was considered by the Group. The key changes were the addition of the first 2 questions looking at the availability of appointment times throughout the day | Electronic version will be available on-line and a hard copy will be available at Reception.The completion date for the process will be end of February.**Action:** a summary feedback report will be made available to the Group |
| **Improvements to Service** | Carey and Lynn have been acting as the interim Co-Chair of the Group. It was decided thatKathleen Naylor will become the new Chairperson will chair the meeting. Lynn and Dania will become meeting note takers and will support Kathleen The Practice will continue to provide administration support with photocopying, emailing notifications, agenda’s etc This Group is important to the GP’s and Practice in providing useful patient information and feedback. It needs to be used more as a focus group and work with the Practice when we’re introducing continuous improvements, for example we’ve now increased the ‘drop-in’ blood clinics by utilising reception staff as phlebotomists. The Practice always at innovative ways by amending the triage appointments slightly to improve Continuity of Care for patients. The problem will always be access , faced by all GP’s in the UK, and there is no simple or obvious solution but we will continue to look at the possible improvements and the PPG will be a useful vehicle A joint meeting with Springfield Surgery has been suggested possibly chaired by Colin Philpot (a lay person who sits on various meetings representing patients views at the Bradford District level | **Action**: thank you to those volunteering**Action:** a meeting will be held off-site of the new team to work the details the new teamHow do we measure success?**Action:** to be progressed for the next meeting possibly |
| **Ideas on Increasing Numbers on the PPG** | Suggested a member of the PPG sits in the waiting room and talks to patients if they wish to.Perhaps some form of coffee morning could be considered  | Details to be worked up for the next meeting |
| **District CCG Matters**  | A written report from Lynn on the District CCG made available  |  |
| **Date of Next Meeting** | The dates of the next meeting for 2014/15 were suggestedMonday 10th March 2014Monday 12th May 2014Monday 14th July 2014Monday 8th September 2014Monday 10th November 2014Monday 12th January 2015All meetings will start at 6.30pm in the staff meeting room at |  |

**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