**Minutes of Bingley Medical Practice**

**Patients Forum**

**Monday 17th June 2013**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies/Introductions** | Apologies: C Copping, J Gallagher  Introductions: Dr Bridget Pitcairn introduced herself to the group |  |
| **Practice Manager** | * Carey introduced himself and gave a short CV | More details of the Practice Manager & his role will be published in the next Practice Newsletter (but his claim to fame is that he has crawled through a torpedo tube!) |
| **Resignations** | * Philip Green resigned from the group due to moving away from the district * Vicky Shaw also resigned her joint Chair role due to family reasons | Roles of Chair & Secretary need filling |
| **The Patients Forum moving forward** | * Due to the resignations there is a need to decide how to take the group forward in terms of scope, design, presence & officers |  |
| **What is the future role of the Patients Forum?**  **To help – the existing Terms of Reference are attached** | * The rest of the meeting focussed on this aim. The following ideas & suggestions came forth: * Should be an opportunity to grow * Should it have a wider scope?? * Use the Newsletter more * Greater use of emails * “Practice overwatch” * It should be a two way communication forum between the Practice & the PF group * It could include NHS strategy * It should be used as a design & testbed for new ideas * Is the group collapsing??? * Can the Bingley Youth Café be used to provide younger members of the group * Likewise Duke of Edinburgh award members * Patient Forum blog? * Should the group now be called Patient Participation Group??? | All these ideas can be considered moving forward |
| **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   16th September 2013 at 7pm |  |

**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