

SKETTY and KILLAY MEDICAL CENTRES` PATIENT FORUM

MINUTES OF THE MEETING HELD Tuesday, 10 January 2017 at SKETTY MEDICAL CENTRE

Present: Tyrone Lewis (TL) Chairman
Stephen Clark (SC)
Ray Dancer (RD)
Bernard Evans (BE)
Peter Thomas (PT)
Gerard Lawler (GL)
Ann Spinks (AS)

In attendance: Dr Ian Joslin (IJ)
Else Ulvi (EU) - Practice Manager

Apologies for absence: Received from Janet Lloyd, Rita Ford and Dana Evans

The minutes of the meeting held on 13 December 2016 were unanimously accepted without amendment after being proposed by BE and seconded by GL.

Matters arising: There were none.

Practice services:

- IJ raised the issue of how the Forum members deal with any complaints/issues raised to them. After discussion, it was agreed that there should be a process of how feedback from patients is handled and that this should be an agenda item in the future. If there is a specific issue to be raised then EV should be appraised of this prior to the meeting. Specific, individual items should not be minuted, just the number of issues being reported to be recorded.

Action: DE to put new item 4 "Patient Feedback" on the regular agenda, "Practice services" will then become item 5 and other items to follow sequentially

Action: EV to provide members with an up-to-date copy of the Practice "Complaints Procedure"

- IJ was asked if a GP would give out an Xray request form for a patient to take to A & E; he said this is not the usual practice as patients go through the triage system at A & E
- EV stated that the telephone prescription ordering service is only available in the morning; it is preferred if patients use the "My Health on Line" facility

- EV reported that 16% of patients are currently using the “MyHealth on Line” facility and it is hoped that that this number will increase
- Question was raised re the signing for the collection of prescriptions. EV stated that this has now ceased formally unless a member of staff has a concern re the collection and can ask the collector to sign in a different format to the previous system
- TL asked how the afternoon appointment triage system was working; IJ stated that that this is working well and resulting in more effective and efficient use of doctors' time ; time waiting for a doctor to call back doesn't seem to be an issue as most callers are using mobile phones and the receptionist on duty asks the caller when she/he is not available; trend is for doctors to speak to patients early afternoon and to see them late afternoon if needed
- There are no plans currently for the morning appointments to go onto the triage system
- EV reported that she had not received any complaints re the triage system and was encouraging other practices to adopt this

Financial report:

- Funds stand at £92.99 after payment of the Secretary's expenses

Other business:

- Janet Lloyd is now at home following a stay in hospital, it was agreed to send her a gift of a plant

Action PT agreed to arrange this and take it to her

- TL reported on the MIU closure issue. Public consultations are taking place but it was felt that these are not in appropriate, accessible venues; no statistics on throughput were provided prior to the Singleton closure.
- TL said that CHC was impressed with the Practice's readily available appointments; EV was pleased to have this positive feedback
- Bay Health Patient Group – next meeting is on 21 February 2017 to discuss terms of reference for the new Patients Reference Group

Date of next meeting: Tuesday, 14th February 2017 at 2.00pm. in the Sketty Medical Centre for which TL tendered his apology

Action: SC to take the chair at this meeting

There being no further business the meeting closed at 4.00pm

Signature:

(Chairman)

(date)

