

Grange Road Medical Practice.
Minutes of Patient Forum Meeting 12:12:2012.

Attendance; Beryl Blanks, Christine Boothroyd, Iris Middleton, Una Middleton, Sally Pern, Dane Roberts, Jenny Roberts, Harry Robinson, Geoff Smith.

Minutes from the previous meeting were accepted as an accurate record.

The Patient Survey was discussed and accepted, in particular the inclusion of Q42 was accepted and added.

Carer Survey. Sally outlined for the meeting the process that was being developed to identify, support and inform carers within the area. The initial meetings had charged some members of the group with tasks to inform the next meeting which would be held at Crossroads Highfield on 24th January 2013. Sally was setting up a “map” for Carers and was making contact with contributing organisations and useful contacts. Dane Roberts agreed to facilitate contact between the practice and schools and local councillors. It was considered that informing councillors could be useful.

Patient Stories. Feed back from patients was used to shape developments both in the practice and in the area. Distributed with the agenda were two reports dealing with Patient Experience and the proposed changes that were to be implemented. Greater discussion if needed could be included in future meetings.

New Staff/Workload Assessment. No reply had been forthcoming after the process of time – cost analysis, which had been carried out earlier. It was understood that the analysis process would produce a prompt response, with possibly an outline of changes to address the growing problem of staff overwork, which, whilst being professionally borne by the staff was not a long term possibility or desirability. Whilst locums covered some of the excess appointments, even greater pressure would fall on the permanent staff when these left, (January). In September 2013 practice contract expires and a possible tendering process could begin then. Extra workloads are increased by the work necessary to qualify for aspects of funding. The alterations in medical staff also add some uncertainties to be addressed. The meeting discussed whether there was some response it could make.

Next Meeting Wednesday 20th March 2013 at 6:15pm.

This is a true reflection of the minutes and discussion of the patient survey action plan.

Signed:

Dane Roberts
Patient Forum lead for this meeting