

# Bowlands Patients Forum

## Meeting on Friday 10th November 2017 – 12.15 – 13:40

### In attendance:

Nigel Bagshaw (NB), Wilf Robinson (WR), Glenys Kamara (GK), Theo Dutton (TD), Angela Williamson (AW) (Practice Manager), Rosie from CAB, Dr Nicola Small (Manchester University),,

### Apologies:

#### 1. Minutes / Updates

The previous minutes were agreed.

AW stated that from Monday the surgery is open from 8.15am to 6.30pm each day, in line with the NHS contract (phones still switch on at 8.00am)

AW stated that the Practice has made a bid to host out of hours service. They are awaiting the outcome.

AW commented that savings from the pharmacist project were at least £100k. There was agreement that it was a good idea and hoped the funding would continue.

AW said that despite telling people that repeat prescriptions can not be ordered by phone the surgery still receives a good proportion of calls attempting to order repeats.

It was commented that the Kiosk would be better situated near the door - this would be mentioned to Nicola latter.

AW stated that they had got an estimate to look at the lighting in reception - this will be completed.

#### 2. Citizen Advice

Angela introduced Rosie from CAB to explain the phone service at the Surgery.

She explained about the phone service in receptions:

- It has 4 years funding from the CCG
- This is the first year of the service
- 20% of GP visits have no medical issue
- CAB can better signpost to the voluntary sector (GPs have limited knowledge)
- The Instant access phones are in 25 surgeries across Manchester
- A person lifts the receiver and is straight through to a dedicated CAB person
- They do take GP referrals - this is by paper faxed to CAB
- They will also do ring backs

They are want to gradually roll out the service but need to ensure there is enough capacity in the system to cope with calls. Rosie attended a recent Practice meeting to remind GPs, this seems to have resulted in an increase in referrals.

People can also self refer. There are posters and leaflets in the waiting area.

There were 5 phone calls from the Practice in October - this is not untypical. But there have been more referrals since Rosies visit.

Rosie wanted to promote the service more. It was agreed that AW would put information on the Practice's facebook page and we would mention it in the next newsletter.

It was asked about assessment of how well the service is achieving its goals. MMU are assessing the project - they are undertaking basic interviews with people referred, Practice Managers and GPs.

It was agreed that Rosie would come back in 6 months to update the Group.

### **3. Manchester University Research on Patient Experience**

Unfortunately Nicola was late due to issues on the tram lines, so there was not much time.

She circulated the latest figures. Bowland Road no longer needed the volunteers, as it had the best numbers of the pilot.

The next stage is to work with the Practice at implementing improvements resulting from the feedback (ie closing the circle).

It was agreed that the Kiosk would be moved to the position near the door.

### **4. Any Other Business**

WR commented in the number of light tubes need replacing - AW stated she already had it in hand

Thought Facebook presence was good. Suggest we take a photo of the group next time to add to the page and promote the PPG.

Agreed NB would do a Autumn newsletter including flu clinic and the Patient Feedback study

### **5. Next Meeting**

Friday 12th January 2018 at 12:20

#### **Agenda**

1. Update on Minutes 10th November
2. Friends & Family Feedback
3. Any update on Patient Experience Research Project
4. AOB

If anyone has suggestions for Agenda Items please email [nigelbagshaw1lh@gmail.com](mailto:nigelbagshaw1lh@gmail.com) and they can be added to the next Agenda.