

## The Haven Surgery Patient Forum Meeting - 18/07/2013

### **Agenda**

1. Welcome and Apologies
2. Rurality Determination Update
3. Derwentside Patient Reference Group
4. Changes in the NHS
5. Jayex Media
6. Any Other Business

### **Present**

<b>Staff Members:</b>	Dr R Miah, Dr H Prestwich, Lynne Bryan, Susan Lightfoot, Marion Punton
<b>Forum Members:</b>	Dianne Lane, Janet Box, Ronald Evans, William Stobbs

### **Minutes**

#### Welcome and Apologies

#### Rurality Determination Update.

Rina informed members of the forum that a decision had been received from the Litigation Authority which allows the Burdons to appeal against the decision made by the PCT in 2012 that Burnhope is classed as a rural area. Unfortunately Rina again has had to take advice from her solicitor and will update members of any new information when received.

#### Derwentside Patient Reference Group

The purpose of the North Durham Clinical Commissioning Group (CCG) patient reference group is to provide an opportunity for patient representatives to influence the delivery of health care services in North Durham. It will act as an advisory body for the CCG and champion patient views and provide quality assurance that patient, carer and public concerns and needs are taken into account so that services are provided in an appropriate, safe, effective and timely manner for the population.

## **Action : Details to be given to Forum members**

### Changes in the NHS

The NHS is undergoing major changes in its main structure. Most of the changes took effect on April 1 2013, though some were in place before then. It will be some time before all the changes are fully implemented. All vital NHS Services will continue as usual during the transition period and beyond.

These changes will have an effect on who makes decisions about NHS services, how these services are commissioned, and the way money is spent.

However, none of these changes will affect how you access NHS services. The way you book your GP appointment, get a prescription, or are referred to a specialist will not change. Healthcare will remain free at the point of use, funded from taxation, and based on need and not the ability to pay.

### Jayex Media

Currently Jayex is still not working, this is mainly down to lack of time for staff to be trained on how to use it. Extra effort will be made to have the Jayex running before the next meeting.

### Any Other Business

### Waste Management Campaign

Surgeries in the area are carrying out a Waste Management Campaign to try and educate patients in ways to cut down on wasted medication. The Practice currently has an information board in the waiting room with evidence of wasted medication from solely our Surgery and the cost of the meds.

### Online Appointment/Ordering of Medication

The Surgery now has the facility for patients to book online appointments and also to order repeat medication. Audits will be carried out to see how many of our practice list are using this function.