

WINYATES HEALTH CENTRE
Winyates Patient Outlook Meeting
6:00pm 14th September 2017

Minutes

Attendance:

On behalf of Winyates Health Centre:
Richard Budd (IT Manager)

On behalf of Redditch and Bromsgrove Healthwatch: Peter Sugg

Outlook Group Members:

Greg Bright	Christine Skirrow
Sue Watkins	Judy Bainbridge
Sue Dean	Ian Donnan
Glynn Jones	Lynn Whyte
Douglas Wilks	

Apologies:

Claire Gould (Practice Manager)
David Spyer
Clare Rudge
Sue Watkins

1. Greg Bright opened the meeting by welcoming everyone and especially Lynn Whyte, a new member, and Peter Sugg who was then invited to make a short presentation on the work of Bromsgrove and Redditch Healthwatch.
2. Peter Sugg explained, in essence, that Healthwatch has monitoring, reporting and informational roles, but has no campaigning or enforcement function. They provide a means by which patients may have a say in health and social care services. Peter answered questions from Outlook members and, after being thanked by Greg for his input into the debate he left early as he had another engagement the same evening.
3. The minutes of the Outlook meeting held on 20th July 2017, were agreed as a true record by those present, and there were no matters arising from the minutes.
4. Several questions had been submitted by members of the Virtual Outlook Group and these were discussed. Appointment availability was still a concern, as was the WHC P.A. system. It was confirmed that the staff at WHC are still doing all they can within the current budgetary constraints to improve matters. One questioner asked if the time frame for a telephone consultation might be refined so that patients are not having to for protracted periods at home for a phone call. Another questioner had experienced difficulties in obtaining a repeat following issue of a prescription by a Hospital Consultant. Richard agreed to follow up the points raised and to send replies to the people who had sent questions as appropriate. It was also confirmed that the number of patients registered at WHC is approximately 16.5k.

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5. A member queried the procedure for issue of death certificates following an unfortunate incident they had experienced. Richard was able to confirm what should happen and urged people to say if the procedure required attention.

6. Richard outlined progress on two software initiatives which he hoped might help patients to follow the optimum care pathway. The first is called 'Engage and Consult' and had a facility for a doctor to call the patient back if necessary, the same day. The second package is being developed by Richard and involves similar online signposting software using the Care Navigators system. He asked if members would be willing to test and trial the systems when they were ready for use and this was agreed.

7. The next Patient Outlook meeting will be held at Winyates Health Centre, at 6:00pm on Thursday 9th November 2017.

The meeting closed at 7:00pm.

Greg Bright
Greg Bright
Chair