

# Patients Forum AGM Report



## **Gwynne Pickering, Chairman**

*I have now completed one year as your Chairman. It has been quite a learning curve, my previous experiences as Chairman was on Finance and Property boards so being Chairman of the Patients Forum is quite different.*

*At the AGM held on the 30th January 2014 I gave a resume of the work we had done in 2013. Although, 11 meetings were planned, 2 had to be cancelled as short notice. We also experimented with holding meetings in the afternoons but this was a failure. It would appear that most members are much happier to attend Forum meetings on the last Thursday of the month. Dates of these meetings have already been circulated to Forum members. Last year showed what a Patients Forum can achieve. In the first instance we recommended Nurse Caroline Howells, for the "Proud to Care" nursing awards, we were delighted when Caroline was awarded this prestigious title which covered the whole of Sussex. The second instance was when the Forum was able to assist the Surgery in re-instating the telephone appointments system. This took us more than 2 months where Liz Walke and myself kept constant pressure on the company who were carrying out this improvement. We were well aware that whilst this system was not in service an extra 40-60 patients per day had to attend the Surgery to make appointments. This placed an enormous burden on the reception staff as well as causing inconvenience to patients. We were greatly relieved when the system was fully functioning.*

*We are extremely fortunate that Liz Walke and Malcolm Finnis are able to attend various NHS meetings and reporting back to the Forum what has happened. A sub-committee has now been established to sift through this mountain of information that is produced on a regular basis. The sub-committee distil this information and send the Forum a written report by the next meeting. They also meet to discuss experiences of NHS services.*

*Membership of the Forum is open to all patients. If you are interested, please email me on: [gpickering201@btinternet.com](mailto:gpickering201@btinternet.com). Finally, my grateful thanks to all the members who give their time to the Patients Forum throughout the year.*