



Notes of the Disabled People Forum Meeting
Thursday 19th July 2012 10.30am
Carlisle Business Centre

Present:

Cath Stevenson (Chair)	Emmerson Walgrove
Paul Deary	Nusrat Naheed
Katie Matthews	Geoff Watson
Omar Sardar	Dave Parr
Richard Helliwell	Titch Kavanagh
Nazma Nazir	Alice Brown
Jill Grant	Nigel Hughes
Gill Bowskill	David Blythe
Teyyeb Rashid	Ann Carroll
Lizzie Wharton	Michelle King

In Attendance:

Sandra Brown - BACC
Yolande Brown - BACC

Apologies: Linda Hanson, Janet Cuff, Dennis Boland, Paul Anderson, Mary Baker, Susie Farrar, John Boyle, Rita Exley

1. Welcome

Cath welcomed everyone to the meeting and introductions were given

2. Apologies

Apologies noted above.

3. Guest Speaker

Nigel Hughes - Healthy Living Pharmacy Project

Cath introduced Nigel Hughes who had come to the meeting to speak about the new Healthy Living Pharmacy Project

Nigel explained that **Healthy Living Pharmacies (HLP)** was a programme to improve the services offered by pharmacies. The pharmacies would provide enhanced services such as medicine usage reviews and advice on smoking cessation, rather than just dispensing medicines. These pharmacies will be accredited and would have to provide a certain standard of service, including: a private consultation room, up-to-date IT, advice leaflets in appropriate formats and specially trained staff.

His aim in coming to this meeting was to inform people of the service and to collect views on how pharmacies could improve and to gather suggestions about what other services people would find helpful

Nigel invited the Forum to feedback how they used their pharmacy and what services they found useful and what could be improved. The forum raised the following issues:

- Consulting Rooms. At the moment these spaces are often not wheelchair accessible. Also the room needs to be kept clear of clutter.
- Information about tablets is often printed in very small print and not in simple English.
- Labels are sometimes stuck over information in braille
- More information is needed about the service before people go into the pharmacy to pick up their medicine. For example the GP could advise that this service is available from the pharmacist.
- Difficulties opening packaging and the lids of medicine bottles.
- Consistency of tablets - different makes of the same medicine come in different colours and sizes. This can lead to confusion.

The Forum then gave some suggestions on what services they thought pharmacies could usefully provide:

- Information board for the local community
- Distributing leaflets to local houses so people know what services their pharmacy offers
- Giving advice about the cheapest way of paying for medicines and about non-payment qualifications
- Looking at ways that people who have their medication delivered can participate in the scheme. Nigel advised that this was being looked into.

- Access issues - other languages/deaf community how can they have a medicine review? Nigel said there is national guidance on providing service in accessible formats - cards, magnifiers, translate to bsl, ensuring loop plugged in etc.

Nigel said he would send further information to the Forum and the Healthy Living Pharmacy website should be live in September.

Cath thanked Nigel for his informative talk and for the opportunity for the Forum to have input into the scheme.

4. Minutes of the Last Meeting

The minutes of the last meeting were agreed. Proposed by Emmerson Walgrove, seconded by Paul Deary. There were no matters arising

5. Taxi Campaign Update

Keighley and Craven People First gave an update of their campaign to ensure taxi drivers do not charge disabled passengers fares that are excessively higher than other passengers. People First met with some private hire companies who agreed to their suggestions. The companies suggested a six month window to allow for these changes and the training of drivers. People First will be doing some mystery shopping to see if changes are taking effect. They are planning to have a further meeting in the autumn to see if things have improved.

At the last meeting it was suggested passengers get a quote from the operator before travel. They have been advised that there is a legal obligation to stick to whatever price has been quoted.

Someone queried whether it was realistic to expect taxis to charge the same fares to disabled people as non-disabled people, as it can take longer to get wheelchairs etc. fixed in? People First accepted a slightly higher fare would be reasonable to account for this, but the fares that had been charged were disproportionately high. People First will keep the Forum informed of developments.

6. Update on response from MPs

Phil has been emailing MPs and Councillors following on from the March meeting, but has had no response as yet.

Emmerson has been approached by Jeanette Sunderland to take part in a consultation with David Ward about the draft bill. The Forum agreed it would be good for Emmerson to attend but wanted to find out more details about the meeting.

7. Whetley Hill Update

From August users of Whetley Hill will be charged for meals. Transport costs have been put on hold until a review next year.

The Occupational Therapy service has not moved in as yet and there was no further information about the other spaces for rent.

8. Any Other Business

An issue was raised about the accessibility of the disabled toilet at Bradford Forster square, which had remained locked and inaccessible. The toilet belongs to the council and people were urged to complain to them.

Council cuts to care services, including care homes have been reprieved for the time-being and will go back to the council for a review.

A query was raised about an article in the Telegraph and Argus about Bradford District Care Trust ceasing to provide mental health care services. Emmerson had raised this with Supporting People but had no more information.

There was some discussion about which day was the best day to hold a forum meeting on.

9. Close

Meeting closed at 12.15.