

Cleobury Patients' Voice "Bringing together patients, health professionals and voluntary groups to improve the health and social support services of our community."

Minutes of Meeting – 21st August 2017 at 6.30 pm

<u>Present</u>: Mark Radford (MR), Joan Fisher (JF), Katie-Rose Stone (KRS), Rod Stewart (RS), Simon Harris (SH), Paul French (PF), Mark Dodds (MD)

<u>Apologies</u>: Jo Booton, Kevin Burrows (KB), Val Simpson, Sue Del Mar (SDM), Jenny McCrorie, Debbie Brown, Kate Jones, Dr Andrew Allsop

Practice Update	 MR welcomed members to the meeting and apologies were noted. MD provided an update: Appointments – Have been difficult during August due to summer holidays. Next year, will seek to extend assignments of registrar 	
(including 1 associated	1. Appointments – Have been difficult during August due to summer	
and/or Matters 2 Arising) 3 4	 placements beyond their customary July 31 end-date. GP trainee cover – have continued to push Keele University on this and now have 1–2 named registrars scheduled on 6- and 12-month placements until 2020. A medical student, working under supervision, starts a 4-month assignment next week. Water fountain in waiting area – ongoing costs for this look sensible; now waiting on a plumber to provide estimate for connection. People2People hub ("Let's Talk Local") – following the 'test' session at the Medical Centre on 18th July, further sessions had been cancelled, ostensibly due to a lack of pre-bookings. It was noted that the leading P2P advocate of the hub, Lisa Prince, had resigned, and no publicity for the hub had been generated either in the Medical Centre itself or the Cleobury Clarion. Stroke Support Group – MD reported that the practice had 192 known stroke patients on its list of 7140. Of these, 68 had had strokes since 2014. In principle, the practice was happy to provide support (e.g. a letter) for contacting them vis-à-vis the support group. 	MD
7 8 9	 Free Wi-Fi – contrary to the assertion from NAPP (see below, courtesy of NHS England), this was <u>not</u> likely by 31 December. Waiting room – MD said he was happy for CPV to rearrange the chairs to accommodate wheelchair users, although there wasn't any (storage) capacity to allow a change in the overall number of chairs. Login screen – KRS noted that this was placed too high on the wall for wheelchair users to access. MD said he would look to rectify this. Referral times – PF asked what the typical timescale was for referrals from the practice to other parts of the NHS. MD said it might take up to a week to process these in the practice itself but noted that approval had just been given to recruit additional medical secretary capacity, which should reduce average elapsed times. 	MD

Pomaining	Waiting room Still awaiting advice on use of nictures from the Town	SDM
Remaining Action Notes and Matters	Waiting room – Still awaiting advice on use of pictures from the Town Council's Walter Pullen collection.	
Arising – 17 th July	Defibrillator (VETS) – PF confirmed that Town Council had agreed to conduct regular maintenance checks, and advised that commissioning of the electrical supply to the High Street (including feeder pillars) was expected by the end of August. KB has provided details of source for replacement pads (WEL Medical Ltd, Farnborough, Hants). Need to establish whether British Heart Foundation also handles installation as well as supply of defibrillator: MR to check with KB.	MR/KB
	Parking/Road safety - Town Council Clerk (Matt Sheehan) reported a meeting (9 th August) on traffic/pedestrian safety in the vicinity of the Medical Centre with Glyn Shaw from Shropshire Council (Highways). KRS had attended. Currently, the only action proposed was the pruning of vegetation at the junction of the A4117 and Vaughan Road in an effort to improve visibility. Speed bumps were ruled out.	
Other Agenda Items	Engagement with Medical Centre clients – PF reported two recent conversations in which people had professed ignorance of CPV and what it does. It was pointed out that CPV has a large noticeboard near the entrance of the Medical Centre, a fairly regular column in the Cleobury Clarion every month, that it has its own website, signposted from that of the Medical Centre, and its own Facebook page, as well as both an email address and a dedicated telephone number for contacts. Its monthly bulletins are also carried by newsletters in Rock, Kinlet and Neen Savage and leaflets are handed out at relevant local events. The only significant comms medium not covered is Twitter (because no-one in the group is an active tweeter). It was also pointed out that CPV does not exist to represent/promote the practice (rather, it is 'a critical friend') and that, in contrast to the local veterinary practice, for example, the medical practice itself does not proactively communicate with the community. PF asked that the subject of community communication be raised with the practice at a future meeting.	MR
	NAPP – July's NAPP bulletin stated that there will be "free Wi-Fi available to both patients and staff in all GP surgeries by 31 December 2017" (see comment above). The same bulletin also highlighted NHS England's annual assessment of over 200 CCGs, which found Shropshire (along with 22 others) to be "Inadequate" and Wyre Forest "Requires improvement". Redditch & Bromsgrove was also rated "Inadequate", while South Worcestershire, Herefordshire and Telford & Wrekin were all assessed as "Good".	
	Telephone – carried forward in the absence of SDM.	
	Patient comments – although MD had been able to gain access to the Comments Box, a replacement is now required: JF offered to try and source one. An email had been received that complained that the room information sign as doctors become available was difficult to read because of the lighting above. KRS said she had not been able	JF
	to reproduce the effect and no-one else in the group had experienced it either. MR to draft a response accordingly. A written comment had been received about a lack of disabled parking provision, with the 3	MR

	disabled parking spaces frequently occupied (and not always by cars displaying appropriate permits). MR to approach the pharmacy to see whether it would be prepared to add two more such spaces from what is assumed to be its allocation at the front of the building.	MR
AOB	Cleobury Hills – it was noted that a new care home of 60 beds was under construction opposite the Medical Centre, with 25 of the beds earmarked for those with high-dependency dementia. The practice to be asked whether it had been consulted in relation to the additional workload this might present.	MR
	The meeting closed at 8:05 pm. Next Meeting – Monday 18 th September at 6.30 pm	