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 January 2019 at 6.30 pm

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| Present: Paul French (PF), Sue Del M Simon Harris (SH); Sue Del Marr (SDM), Mark Dodds (MD), Joan Fisher (JF) Paul Thompson(PT) Mandy Smith(MS), Pat Greig (PG) Simon Harris (SH) Madge Shineton(MSH) |
| , Apologies: Jenny McCrorie (JM) Anne Parker (unable to gain access to meeting room) |
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| **ITEM** | **DISCUSSION** | **ACTION** |
| Minutes of last meeting Matters ArisingCo-CoNotes after Katya’s talkDr ThompsonNew CrossingFuture Meeting dates.Election of officersDate of next meeting | The Minutes of 10th December were agreedKatya Jones gave us a presentation on Co-Co. The organisation “Let’s talk Local” enables a patient to see a social worker to have an assessment.Signposting means directing patients to organisations that could help them.MSH wondered how much coordination there was between departments.Also what happens to all the data that people have to fill in on their returns.In a 13hr week Katja will deal with around 19/20 new referrals and around 15 present referrals.All medical practices are offered a Social Prescriber.Shropshire has a pilot scheme in three practices.“Shropshire Community Directory”Maybe a hub could be set up in the medical centre to help non-computer patients. .PF said that CPV could help voluntary organisations who do not know about the above directory to become members.MS said that we could publicise the directory in the Clarion, the Library and the Vital Link.Government gives us £39/head for Public Health, the second lowest in the county; Hereford gets £44/head. Apparently Hereford is more deprived. For example Flu jabs are Public Health.The Medical Centre doctors signpost patients to activities that would help them such as the gym and walking groups. Social Subscribing and signposting give choices which are slightly different to Co-Co.The Practice was expecting a visit from the CQC.The Practice gives free health checks to patients over 40. Every 5 years patients coming to the surgery for other problems are entitled to have a check-up but they are being given check-ups more frequently.Can be self-defeating as usually only well patients take up the offer.MS said that there will be road closures for the new crossing on 21/22nd Feb.PF suggested bi-monthly or even quarterly but MS said that we should keep to a monthly meeting until CGC’s decision on the future of Telford and Shrewsbury Hospitals had been resolved.Chairman Paul French (for one year)Vice Chairman Joan FisherSecretary Mandy SmithTreasurer Sue Del MarMonday 18th February at 6.30pm |  |
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**CLEOBURY PATIENTS VOICE**

**Monday 26th February 2018**

Present: Paul French (PF) Mark Dobbs (MD) Andrew Allsop (AA) Anne Parker (AP)
 Simon Harris (SH) Pat Gregg (PG) Mandy Smith (MS) Sue Del Mar (SDM)

Apologies: Mark Radford.

MINUTES:

The minutes of the meeting on 15th January 2018 were accepted

**Matters arising from the minutes:**

1. The cabinet for the defibrillator will be wired and in place by the end of March

Highways will check that it does not obstruct anyone

CMPC will be responsible for servicing the machine

1. AP reported that the last Stroke Support Group meeting was well attended and the next one will take place in late February.

MEDICAL CENTRE REPORT AA, MD

1. A Diabetic eye –screening clinic was set up on a 2 month trial basis

61 patients were invited from the practice and 74% turned up

Altogether 60 patients were seen in 3 days.

The clinic will be run again and if successful will take place on a monthly basis.

Doctors to be aware that there may be a problem with patients driving after treatment.

1. A survey was undertaken to find the reasons why patients failed to turn up for appointments,(DNA’s) especially for an emergency appointment. By far the biggest reason was forgetfulness.

The practice can see most patients the next day if they have forgotten an emergency appointment

It is imperative that patients cancel if they decide not to come. MD hopes to increase reminding facilities to reduce DNA’s

 If there are too many walk-ins the home visits suffer.

1. The Practice is receiving a considerable increase in applications from new patients.

 It will take in patients from the immediate surroundings but will liaise with other facilities to accommodate those applying from further afield.

The Practice has around 7,200 patients at the moment.

1. Staffing: there will be some changes in nursing staff and a few challenges for the appointment system over the next few months.
2. The patient calling board has broken down after 23 years and it will take a few days to replace it.
3. All depots have been told to tell their delivery drivers not to park in the disabled parking spaces and things have improved
4. Worcester Hospital has on occasions refused to accept patients from the Practice and is to be reminded that the CCG will pay for these patients and they must accept them.
5. AA is worried that the Government’s target for GPs to operate an 8 to 8 service and also Saturdays and Sundays will result in not being seen by your own doctor and perhaps only by a nurse or clinical assistant.
6. Over 60’s Bowel Cancer Screening is done independently of the Practice. Abnormal results are sent to Telford and the Practice is informed of positive results and the patient is sent to Shrewsbury.

 The practice is also told if patients do not respond.

10.Screening is available from NHS Screening Shropshire if people apply. Patients should be made aware of this.

11. Prostate cancer will not be screened in future as there are better, safer tests.

12. HPV jabs are given to girls aged 13/14 prior to first sexual contact but cervical cancer screening is being reduced.

13. Life is extremely busy at the surgery but the workload is manageable if it is fully staffed. No-one is working beyond safe limits. At least 10 minutes are given to patients across the board.

AOB

 There have been no messages on the answer phone and no comments in the box.

 Checked on 26th Feb.

MD will look into the possibility of hanging 4 of the larger Walter Mullins paintings high on the waiting room walls

FUTURE OF CPV

 A discussion was held into what direction CPV should go

 We should take a more pro- active part in promoting available medical facilities such as NHS Screening Shropshire.

 Publicise our activities and items of note say in a monthly column by PF in the Clarion

 Be much more pro-active on Facebook. AP has offered to undertake this.

 More screening to be done at Cleobury (PF to talk to MD)

 Use Twitter for youngsters

NEXT MEETING 19TH March 2018

Cleobury Patients’ Voice

***“Bringing together patients, health professionals and voluntary groups to***

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Minutes of Meeting –19th March 2018 at 6.30 pm

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| Present Joan Fisher (JF), Sue Del Mar (SDM) Pat Greig (PG )Paul French (PF) Anne Parker (AP) Simon Harris (SH) |
| Apologies: Jenny McCrorie (JM), Mark Radford (MR) |
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| **ITEM** | **DISCUSSION** | **ACTION** |
| Minutes of 19th FebruaryFacebookSurgery UpdateFacebookFuture Event | The minutes were passed and signed by PFAP to contact Katie Rose-Smith to update the CMV FacebookAP also to contact Katja Jones with regard to **Frome experience** and the possibility of a Man’s Shed in Cleobury. PF to work with AP to co-ordinate the various available **support organisations** and put them on the CPV Facebook PF had a meeting with Mark Dodds (MD) to discuss ways in which CPV can be of assistance to the practice1. Provide an active group which can communicate with the surgery on a happy footing
2. We will only support incidences of uncomplimentary comments if we feel that they are justified.
3. MD is happy for us to send out questionnaires.
4. MD is happy to work with us and PF can contact him at any time.
5. Think of positive ways to reduce the number of DNA’s such as an article in the Clarion and a reminder on the patient callboard.
6. The patient rollcall machine should be working again very shortly. Meeting agreed that it was a gentle touch that Partners and Nurses came to collect their patients in the absence of the rollcall board. A nice touch much appreciated especially by older patients.
7. **MD Reports that THE CCG have advised that Diabetes and Rheumatology Clinics held at the Centre are to be withdrawn in September. MD will be asking for clarification. This may be a Budget saving exercise and if correct Mark is asking for our support to question the decision.**
8. Mark will talk about cross border communications at the meeting on 16th April.
9. **Mark has asked if the CPV Facebook could host a Practice page promoting Clinics and general services Practice would update but perhaps this would provide CPV with more direct contact with patients views. Page will accept comments, PF will seek clarification before we decide**

A CM Festival Day is to be held on 23rd June. The Parish Hall will be the venue for Health and Wellbeing. CPV will have a stand. | **AP****AP****AP, PF****AP****AP****PF** |

Cleobury Patients’ Voice

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Minutes of Meeting –16th April 2018 at 6.30 pm

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| Present: Paul French (PF), Sue Del Mar (SDM), Anne Parker (AP), Mandy Smith (MS) Mark Dodds (MD), Andrew Allsop (AA) |
| , Apologies: Jenny McCrorie ,Pat Greig, Debbie Brown, Joan Fisher, .Simon Harris |
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| **ITEM** | **DISCUSSION** | **ACTION** |
| Minutes of last meetingPractice ReportDNA’s.ActionRheumatology and DiabetesServicesNew patient calling system Hosting a Practice page onFacebookFacebook and CPV Website DefibrillatorPictures for the waiting roomRequestFuture eventsDate of next Meeting.. | The Minutes were agreedMD carried out a survey of DNA’s from February to April.There were 6,500 possible appointments and 200 DNA’S over 10 weeks. This was just over 3%.The UK average is 3.5%.One factor was the difficult winter weather conditions but other patients did fill in some of the vacant slots.The Nurses DNA percentage was a little higher at 5% but this is not a truly representative number as the nurses work very much as a team.Patients who arrive late still expect to see their doctors. A patient does not become a DNA until an hour after the appointment.1. An article in the Clarion asking people to inform the surgery if they cannot make the appointment. Even only an hour beforehand would help. Also ask patients to give their mobile and home phone number so that they can be contacted.2. According to a survey if patients filled in their own appointment cardThe DNA would drop by 18%. Also when patients were asked to repeat their appointment when they phoned there was a drop in DNA’s.These will continue at Cleobury Medical Centre until further notice.A few patients found the voice difficult to hear.PF has clarificationAP is working on it. PF suggested she asked Matt Sheehan the Cleobury Town Council clerk for adviceThe case has been installed and the instrument is to be servicedIt was decided to bring one picture to the waiting room and see how feasible it is to hang them.CPV had a request with regard to Future Fit from Shropshire, Telford and Wrekin Save our NHSCleobury Annual Town Meeting 20th April3.15pm-5.30pm Primary School6.15pm- 8.00pm Lacon Childe.Monday 21st May 2018..... .. | **PF****PF****AP****SDM** |

Cleobury Patients’ Voice

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Minutes of Meeting –21st May 2018 at 6.30 pm

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| Present: Paul French (PF), Sue Del Mar (SDM), Anne Parker (AP), Mandy Smith (MS) Mark Dodds (MD), Pat Greig (PG) Jenny McCrorie (JM) Joan Fisher (JF) |
| , Apologies:, Debbie Brown, Simon Harris, Val Simpson, Jo Booton, Mark Radford |
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| **ITEM** | **DISCUSSION** | **ACTION** |
| Minutes of last meetingPractice Report by MD.Rheumatology ServicesFace Book Car SchemeDefibrillatorPictures for the waiting roomFuture eventsCoping with Dementia TrainingDate of next Meeting.. | The Minutes were agreedShropshire is trying to balance the Government edict of GP’s being available 8 until 8, 7days a week, 365 days a year.They are trying to find a balance of more hours being available but not necessarily in the same building. This could mean that a patient could find themselves having to travel to see another doctor in another practice.A survey by CCG has revealed that patients like the surgery to be open until 8pm and also Saturday morning but there is little call for Saturday afternoon and Sunday.Practices in the area show little desire to instigate these plans.With regard to DNA’s,  MD and AA are working on a leaflet to show the positive side of DNA’s.ie: 96.4% of patients attended a Doctor’s Appointment and 95.8% attended a Nurse’s Appointment. It will encourage patients to achieve100%.They also hoping to be able to text patients before their appointments to ask if they are coming or would they like to cancel. In order to achieve this, patients must update their mobile or phone number if necessaryA survey by the practice found that 83 patients were very likely to stay with the practice and 13 were likely to stay. The doctors were happy with this result.A meeting is to be held with the CCG on the future of the Rheumatology clinic.. AP reported that Patients Voice has a Facebook page. This needs to be connected to the website.The website is connected to TwitterMD reported that the practice is trying to create a Facebook page but is having problems.MS reported that there had been lots of weekend appointments to Telford and Shrewsbury, It had been quite difficult to find drivers. She was also having problems with Worcester.The defibrillator is due back from service soonThe Town Council has sent letters of thanks to Mark Radford and Wendy at the Kings Arms .SDM reported that she had been unable to collect a painting from Steve Nott as her husband had had an operation and was unable to lift heavy things at the moment. He would soon be able to and she will bring a painting to the next meeting.The rota was discussed for the manning of the stand at Cleobury Festival on 23rd JuneThe CEO of Cleobury Hills would very much like the residents at the care home to connect with the general public, including the dementia patients. To this end a coffee area has been allocated.in the building to encourage people to go in and connect with the patients. She would like people who visit to undergo basic training in Dementia care if possible.Monday 25th June | **AP****SDM** |

Cleobury Patients’ Voice

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Minutes of Meeting –20th August 2018 at 6.30 pm

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| Present: Paul French (PF), Sue Del Mar (SDM), Anne Parker (AP), Mandy Smith (MS) Mark Dodds (MD), Pat Greig (PG) Jenny McCrorie (JM) Joan Fisher (JF) Simon Harris (SH) Andrew Allsopp (AA)  |
| , Apologies: Val Simpson |
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| **ITEM** | **DISCUSSION** | **ACTION** |
| Minutes of last meeting Practice Report by MDMedical Centre Facebook page Flu clinicDiabetic eye screening trialsDiabetic foot screeningMore screening possibilitiesMRI scans in WorcestershireBlood Pressure machineDementia Friendly TownFace Book Social SubscribingDefibrillatorPictures for the waiting roomFuture eventsDate of next Meeting.. | The Minutes of 21st May were agreedThe practice is well staffed at the moment with the four partners, Dr Powick, two full time registrars, one part time registrar and a student.This will continue until the end of November when one registrar leaves but the practice will still be able to maintain a high level of staffing.Registrars usually stay for six monthsThere is also a sufficient number of nurses at the moment. This is not ready yet.This will be at the Medical Centre on 20th October.Volunteer drivers will be informedThese have been very successful with 316 patients attending out of 355 who were invited. The clinic will now be a permanent fixture at the Medical Centre taking place every 6- 8 weeks.The practice has approximately 400 diabetic patients and they normally attend the clinic once a yearThis also takes place in the Medical Centre with patients being seen once a year and more often if necessary.AA stated that there are complications with the screening of tests such as Triple A and Bowel Cancer. Breast screening is taking place in Ludlow this year.Many MRI scans have been cancelled in Worcestershire especially backs. knees, hips and shoulders. Patients are having to wait several months before they can get an appointment.This is being well usedA meeting has been arranged in conjunction with Cleobury Hills Nursing Home on Monday 3rd September at Cleobury Country to discuss how to promote Cleobury Mortimer as a Dementia Friendly Town.Cleobury Hills will have 60 beds and hopes to open in January 2019The flu clinic and dementia meeting will be put on Facebook, also fund raising for the men’s shed. The meeting gave AP free range to put on whatever she thought relevant.The title of the Facebook page is “Cleobury Mortimer CPV”PF is attending a meeting at Bridgnorth to learn about Social Subscribing and will report back.It was felt that the doctors should have a list of all the caring groups in Cleobury. MS to compile a list of caring groups for that purposeThis is now in operation. PF to check that training is taking placeThese are now at the Medical Centre who have offered to hang them.JM has been in contact with a representative from the CQC who will come and talk to us.Monday 17th September | **MS****AP****PF****MS****PF****JM** |

Minutes CPV Meeting 17th September 2018

Apologies PG, JA, JM, MR, DB, SD and MD

Present PF, AP, MS , SH and AA.

Minutes of the August meeting were agreed.

Social prescribing .

 PF advised on his attendance at the presentation on this initiative in August.

AA reminded all that Co-Co are at the heart of this in Cleobury . PF agreed and felt that we could perhaps provide more information to the community.

It was agreed that MS would proceed with collecting info for a directory which could be on line and with hard copies at various locations. MS to feed back at the next meeting.

AA confirmed that Medical Centre are fully in support but do not think we should join this initiative as for us it would be “reinventing the wheel” general agreement with this.

Defib.

PF made clear that there are issues with the cabinet with regard to wether it is fit for purpose. PF and MR are pursuing this in conjunction with Andy Goold Town Council.

Report back at next meeting.

GDPR

Jenny is working on new documentation.

Update next meeting.

CQC

PF has not yet organised the speaker but will pursue.

Town Meeting on Dementia Friendly Town.

AP who attended and report overall a very positive approach at this first meeting.

Anne is on the Steering Group and will keep us informed.

Pictures Medical Centre

AA advised that they will be hung but have not yet been able to find someone to do this.

Extended Hours

AA confirmed that the Practice has not signed up for this. The view is that it is difficult to administer , complicated and possible benefits may well not justify the effort.

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Minutes of Meeting –15th October 2018 at 6.30 pm

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| Present: Paul French (PF), Sue Del Mar (SDM), Anne Parker (AP), Mark Dodds (MD), Joan Fisher (JF) Andrew Allsopp (AA)  |
| , Apologies: Val Simpson(VL) Pat Greig (PG) Jenny McCrorie (JM) Simon Harris (SH) Mandy Smith(MS) |
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| **ITEM** | **DISCUSSION** | **ACTION** |
| Minutes of last meeting Practice Report by MDNotice at ReceptionShropdoc Shared AppointmentsQuality IndicatorsSocial SubscribingDirectory of ServicesDefibrillatorPhone and Comments book activityFace Book Pictures for the waiting roomDementia MeetingDate of next CPVMeeting.. | The Minutes of 17th September were agreedThe Flu Clinic on 20th October will have a slightly different procedure as there will be 2 different vaccines depending on the age of the patient.The notice at reception to ask patients coming to book an appointment to give a reason will emphasise that they need only give a reason if they want to. Details of the notice plus the information that, as several doctors have specialities the patient can be directed to the correct practioner, will be put on the CPV website.The Shropdoc number will not be available during the evening, Saturday afternoons, Sundays and Bank Holidays.Doctors are still there so patients should phone 111. This is not for routine appointments. This information can also be put on the website. These are not applicable to small rural practices.NICE has asked if the practice would like these. There will be a pilot trial from November to MarchThis will be discussed at the next meetingMS is in the process of compiling a list. There should be two lists, one for free services and one for those that charge.There are nine practices in the region so there should be nine town directories and one regional one.There is funding for the nine practices to train receptionists so a directory would be necessary. PF to write an article for the Clarion in praise of the surgery’s response to a certain situation.The case is not ideal but it is manageable. Several people have access. There is a book behind the bar at the Kings Arms which must be signed when the system is checked but they can also log on to Webnos. The system is checked every week.There has been no activity since the last meetingAP to put a plea on Facebook for younger members. She has also offered to take leaflets round to toddler groupsSDM to organiseMonday 26th November 10.15amMonday 26th November 2018 6.30pm | **AP****AP****MS to share info with KJ****before next****meeting****PF****AP****SDM** |

Cleobury Patients’ Voice

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Minutes of Meeting –10th December 2018 at 6.30 pm

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| Present: Paul French (PF), Sue Del Mar (SDM), Anne Parker (AP), Mark Dodds (MD), Joan Fisher (JF) Andrew Allsopp (AA), Mandy Smith(MS), Pat Greig (PG) |
| , Apologies: Jenny McCrorie (JM) Simon Harris (SH); Jo Booton |
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| **ITEM** | **DISCUSSION** | **ACTION** |
| Minutes of last meeting Matters ArisingPractice Report by MDOn lineWinter PressureAccess Information StandardsNew pedestrian crossingFlu ClinicPhone and Comments book activityNotice on reception desk Pictures for the waiting roomWebsite costsList of Social ServicesDate of next Meeting**The AGM**.. | The Minutes of 15th October were agreedPF and JM have access to the website but not AP as stated in the minutes 3o% of patients access the practice on line and it is hoped to increase this to 40%.Appointments and prescriptions can be obtained on line. Also patients can see basic routine details of their medical history. Letters from consultants are not available on line. However a solicitor can ask for more detailed history in say the case of car accidents.There is an app which doctors can use on their phone that will give details of medication and allergies for anyone in England. .PF to mention in Clarion report.Hospitals still use fax machines as they worry about the reliability of e-mails.There will be extra doctors in the Practice during January and FebruaryThere is to be a meeting to discuss Access Information Standards and the Practice would like a member of CPV to take partIt is hoped that this will be constructed during February half-term.Many letters have been written to the council stating that closing the main road would not be feasible.Over 1,000 patients had a flu injections Attendance for the over 65’s was much better than those under 65. Some of the over 65’s found the injection quite painful.Patients were very impressed with the smooth running of the clinic,The Practice has a large number of injection kits still available for those who have not yet had one,. AP to put on FacebookThere has been no activity in either case..The notice at reception asking patients coming to book an appointment to give a reason was felt to be too low and too small. MD to be asked to make it more prominentAP to put details of notice on FacebookSDM hopes to hang these in the New YearSDM to look into theseMS will co-ordinate a list of social services and organisationsIt is the general view of the CPV that the Practice provides an extremely efficient and effective service to its patients.Monday 21st January at 6.30pm.Officers will be appointedKatya Jones and Doctor Thompson will attend | **PF****AP****SDM****MD****AP****SDM****SDM****MS** |