



## 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 – 22<sup>nd</sup> June 2015 at 6.30 pm

Present: Joan Fisher (JF), Sue Del Mar (SDM), Katie-Rose Smith (KRS), Marion Martin (MM), Jo Booton (JB)  
 Apologies: Rosie Bond (RB), Gill Davies (GD), Brian Davies, Jenny McCrorie (JM), Kevin Burrows (KB), Pat Greig (PG), Rod Stewart (RS), Stephen Andrews (SA)

ITEM	DISCUSSION	ACTION
<b>Actions from Minutes of 11<sup>th</sup> May</b>	<p>JF to ask SA what progress has been made reencouraging the use of the online prescriptions service and the introduction of electronic prescriptions.</p> <p>It was suggested that CPV members could make an 'idiots' guide how to use the system using a 'dummy' patient to experiment with. KRS volunteered to lead this and JB offered to be a guinea pig.</p> <p>MM asked for an amendment to the report on the concert to include a thank you to all those CPV members who helped with the event.</p>	<p><b>JF</b></p> <p><b>JF/KRS/JB</b></p> <p><b>JF</b></p>
<b>Fund Raising</b>	<p>The proceeds from the concert will go towards a Spirometer and Cleobury Parish Council have indicated they may be willing to contribute/buy this as they can recover the VAT. Dorothy McBride is helping GD to fill in the appropriate forms and GD is also liaising with Shropshire Housing Group Development Fund on another project. June and Derehope to hold another concert in the Parish Hall on Saturday 19<sup>th</sup> September. GD is willing to organise it.</p>	<b>GD/SA</b>
<b>Patient Survey.</b>	<p>It was decided to ask SA to collate the information and let us have the results</p>	<b>JF</b>
<b>Surgery Inspection</b>	<p>It was agreed to ask SA if a representative from CPV needed to be present at the inspection.</p>	<b>JF</b>
<b>Telephone line</b>	<p>SA agreed to put the message on the phone to include "We will endeavour to return your call within 7 days"</p> <p>SDM agreed to check once a week</p> <p>The number needs to be put on the "Clarion" special numbers list. Also on the Practice website.</p> <p>CPV meetings need to be publicised in the Clarion</p>	<b>JF/SDM</b>
<b>Website</b>	<p>It was decided to have a specific meeting to discuss the website on <b>13<sup>th</sup> July at 6.30pm</b> and JF will ask for the data projector to be available.</p>	<b>JF</b>
<b>Reception Sessions</b>	<p>It was pointed out that no Marie Curie nurses operated in the Cleobury area but it was decided to go ahead with their session on 28<sup>th</sup> July. Cleobury Mortimer does not have specialised palliative care though Severn Hospice does provide it in the area.</p> <p>MM will look in and also ask GD if she could welcome them.</p>	<b>MM/GD/SDM</b>

<p><b>Treasurers Report</b></p> <p><b>Shropshire Patients Group</b></p> <p><b>Urgent Care Centres</b></p> <p><b>AOB</b></p> <p><b>Dates of next meetings</b></p>	<p>SDM can go after 3.00pm.</p> <p>JB to ask Healthy Friendships if they would like to organise a session and also asked for a session for SUSTAIN, the housing support organisation she works for.</p> <p>RB has asked if she could hold another session for OPTIONS as the first one was not well attended. It was decided that we would offer her another session later but had to give other groups who had expressed an interest an opportunity first</p> <p>SDM reported no changes from previous meeting</p> <p>JM would like us all to join. She would also like us to join the Worcestershire Patients Group but as the practice is part of the Shropshire Clinical Commissioning Group this is not possible.</p> <p>There will be a workshop on August 6<sup>th</sup> at 6.00pm (TBC) in Ludlow to discuss Rural Urgent Care Centres, their location and services. Locations may include Oswestry, Bridgnorth, Bishops Castle, and Ludlow. The first workshop was attended by JF.</p> <p>MM asked if a reception session could be held on the subject of drugs. The Substance Misuse Team was suggested.</p> <p style="text-align: center;"><b>Monday 13<sup>th</sup> July at 6.30pm to discuss the website</b></p> <p style="text-align: center;"><b>Monday 3<sup>rd</sup> August at 6.30 pm</b></p>	<p><b>JB</b></p> <p><b>JF</b></p> <p><b>JF</b></p>
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