



## 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 – 20<sup>th</sup> March 2017 at 6.30 pm

Present: Mark Radford (MR), Joan Fisher (JF), Sue Del Mar (SDM), Katie-Rose Stone (KRS), Rod Stewart (RS), Pat Greig (PG), Dr Andrew Allsop (AA), Mark Dodds (MD)

Apologies: Kevin Burrows, Kate Jones, Paul French, Debbie Brown, Rosie Bond, Jenny McCrorie, Jo Booton, Simon Harris

<p><b>Welcome</b></p> <p><b>Practice Update (including associated Agenda Items and/or Matters Arising)</b></p>	<p>MR welcomed members to the meeting and apologies were noted.</p> <p>AA/MD provided an update:</p> <ol style="list-style-type: none"> <li>1. <b>Television screen</b> now installed in waiting room – visual content only (i.e. no audio) will be added over the next few weeks e.g. flu clinic times.</li> <li>2. <b>Magazines</b> in waiting room – following on from the patient query aired at last meeting, AA suggested that the cross-infection risk, for example, as a result of children putting them in their mouths, was much lower than for the toys previously withdrawn.</li> <li>3. <b>Car park – path</b> previously considered from lower car park to main entrance had been deemed not feasible, with Matrix landlord also not keen. If icing is a problem again, MD would like to be informed immediately.</li> <li>4. <b>Telephones</b> – all calls to the practice will be recorded in future; it is argued that this will increase protection of both patients and practice.</li> <li>5. <b>Coffee/tea vending machine</b> – MD keen to pursue – SDM volunteered to ask patients for their opinions on usage and pricing on Monday morning; obviously needs to be used to be viable.</li> <li>6. CPV comment card received – patient unhappy that they were kept <b>waiting for their appointment</b>. Discussed possible solutions, e.g. message on TV screen to advise of delays. AA argued that such delays were uncommon and not a significant issue.</li> <li>7. MR asked whether AA considered the longer than 4-working-day <b>wait</b> that he had experienced for an appointment at the practice <b>for blood</b> to be taken for a <b>test</b> was reasonable (he eventually attended a Minor Injuries Unit instead). AA said he thought it was but cited patient confidentiality and suggested, with support from JF, that the meeting was not an appropriate forum for such a discussion.</li> <li>8. <b>'Cross-border' commissioning</b> – in the light of new commissioning policy in Worcestershire, MR asked whether Cleobury patients referred into Worcestershire (or anywhere else) would still have their treatments funded by Shropshire in situations where Shropshire's own commissioning policy was more restrictive and patients would not qualify for such treatment if handled in-county (e.g. in hip and knee replacement). AA said that they would. MR asked how the practice ensured that it was aware of differing policies in adjacent counties and could take</li> </ol>	<p><b>SDM</b></p>
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<p><b>Remaining Action Notes and Matters Arising – 20th February</b></p>	<p>advantage/refer accordingly where appropriate. AA said that it just did. Concern was expressed about Worcestershire's plans to relocate many more inpatient services from Worcester to Redditch, almost twice as distant. AA said that existing outpatient services were still likely to be offered at Kidderminster and that the practice would discuss the likely location of any procedures with patients prior to referral.</p> <p>AA/MD were thanked for the update and left the meeting at 7.15.</p> <p><b>Minutes from February meeting</b> – JF asked that the "8am" timing detail of GPs' "early" start on Thursdays be removed as it was incorrect.</p> <p><b>Local Community Healthcare Meeting 9th March</b> – Approximately 30 people were present (roughly half being local parish councillors) and AA briefly attended the start of the meeting on behalf of the practice. It was noted that all of the official speakers were arguing along similar lines i.e. for officials of various publicly funded bodies to collaborate better in their community involvement. The People2People social services hub was discussed and a clear commitment to its establishment was given. SDM will circulate a copy of her account of the meeting, prepared for Neen Savage Parish Council.</p>	<p><b>MR</b></p>
<p><b>Other Agenda Items</b></p>	<p><b>Clarion update</b> – MR suggested that the People2People hub, when finalised, should be publicised in a further Cleobury Clarion CPV update.</p> <p><b>Defibrillator (VETS)</b> – Confirmation still awaited from Cleobury Parish Council that local business premises are happy for electricity feeder pillars in the centre of Cleobury to be used for 24x7 defibrillator support. AA suggested that locating the defibrillator on the south side of Cleobury High Street would render it more visible to passing traffic and thus more likely to be used in an emergency.</p> <p><b>NAPP review</b> – no new e-bulletin had been issued by NAPP since the last CPV meeting.</p>	<p><b>SDM</b></p> <p><b>MR</b></p>
<p><b>AOB</b></p>	<ol style="list-style-type: none"> <li>1. Pharmacy now charging £1.00 for delivery although the application of this charge would now appear to exclude those who receive free prescriptions and/or those judged unable to easily travel to the pharmacy. MR to circulate copy of the letter he was handed and clarification may need to be sought from the pharmacist.</li> <li>2. Healthy Friendships – KRS advised of an email received about this new service, which is launching on 12th May. More details to follow.</li> <li>3. Next meeting – it was agreed to postpone by one week due to Easter.</li> </ol> <p>The meeting closed at 7:45 pm.</p> <p style="text-align: center;"><b>Next Meeting – Monday 24<sup>th</sup> April at 6.30 pm</b></p>	<p><b>MR</b></p> <p><b>KRS</b></p>