



Clebury Patients' Voice

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

Minutes of Meeting – 16th October 2017 at 6.30 pm

Present: Mark Radford (MR), Sue Del Mar (SDM), Jenny McCrorie (JM), Pat Greig (PG), Paul French (PF), Madge Shineton (MS), Mark Dodds (MD)

Apologies: Katie-Rose Stone, Joan Fisher (JF), Rod Stewart, Jo Booton, Val Simpson (VS), Simon Harris, Debbie Brown, Kate Jones, Dr Andrew Allsop

<p>Welcome</p> <p>Practice Update (including associated Agenda Items and/or Matters Arising)</p>	<p>MR welcomed members to the meeting and apologies were noted.</p> <p>MD provided an update:</p> <ol style="list-style-type: none"> 1. Appointments – registrar placement (Dr. Thapa) finishes on 31 October; although Dr. Powick will cover one session per week during November, this drops appointments available by ~50 per week. September saw did-not-attends (DNAs) rise to 56: a more informed assessment of these is underway. 2. Water fountain in waiting area – now ordered; waiting on plumber for installation. 3. Login screen – previously noted that this was placed too high on the wall for wheelchair users to access. MD said he had reviewed this and it would be awkward to alter; no immediate plans to rectify. 4. Flu Clinic – MD reported that 1,057 flu vaccinations had been given at the clinic, together with 65 vaccinations for shingles and 30 for pneumonia. Three additional 'mop-up' mini clinics were being held, on 24th October (evening), 26th October (lunchtime) & 7th November (evening). Thanks to PG and SDM who helped MR hand out 300 CPV leaflets to clinic attendees. 5. CPV comments box – JF had purchased new box and provided to MD for wall-mounting in near future. 6. NHS Friends & Family Test – MD asked CPV members to distribute the associated cards and personally complete them too. 7. Joint working – MD described joint working with 8 or 9 other GP practices in the eastern part of the county (incl. Bridgnorth & Albrighton). MR asked about joint working with other GP practices in the southern part of the county (e.g. Ludlow) as part of the cluster group. MD stated that whilst the practice was happy to work with other practices where there was a common interest, working jointly with practices in the east better helped "articulation of border issues" in relation to use of out-of-county services. 8. Disabled Parking bays – MR reported that Ian Whyatt of the pharmacy supported the conversion of the three regular bays outside the pharmacy to two additional disabled parking bays but said they were not the pharmacy's responsibility but that of the building landlord. MD confirmed this but said the practice did not want to increase the number of disabled parking bays; he argued that it would not help unless the behaviour of those currently abusing the existing bays was changed, and he did not want the practice receptionists made responsible for 'policing' their use. It 	<p>MD</p> <p>All</p>
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<p>Other Agenda Items</p>	<p>performance and longevity: MR to forward details to MS for onward communication as appropriate.</p> <p>Telephone – SDM noted that remote access was still not working.</p> <p>Ludlow Hospital – The letter to MP Philip Dunne from Ludlow's Station Drive patient group regarding the downgrading of local health services was discussed, including the implied threat to the long-term viability/future of Ludlow Hospital. MS (Shropshire Councillor) noted that there was much 'spin' surrounding plans for healthcare in Shropshire, and reported difficulties in obtaining clear answers from Shropshire Community Health NHS Trust (ShropComm). MS also said that the idea of bringing additional health services to the medical centre to compensate for losses at Ludlow should not be dismissed but could not elaborate. JM reminded members that, following the ward closure of 2015, Steve Gregory, Director of Nursing and Operations at ShropComm, had previously committed to come and tell us if further downgrading of Ludlow Hospital was in prospect and suggested that he now be invited to attend a CPV meeting accordingly. It was agreed that the situation should be given prominence in CPV's next communication in the Cleobury Clarion.</p> <p>Future Fit consultation session/Cleobury health roadshow – MS reminded people of this event, to be held in the Market Hall, which was scheduled to coincide with a Farmers' Market on the morning of Saturday 18th November, from 9 to 12. MS asked if the practice would have a doctor present at the event and MD agreed to discuss it with the doctors, though was not optimistic about the outcome.</p> <p>The meeting closed at 8:05 pm.</p> <p style="text-align: center;">Next Meeting – Monday 20th November at 6.30 pm</p>	<p>MR/MS</p> <p>MR</p> <p>MR</p> <p>MR</p> <p>MD</p>
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