

# CLEOBURY PATIENTS' VOICE



<u>MINUTES OF MEETING HELD 20<sup>th</sup> MAY 2019</u>	ACTION
<p>Those present: Andrew Allsop, Sue Del Mar Mark Dodds Joan Fisher Pat Grieg Simon Harris Jenny McCrorie Mandy Smith</p>	
<p>1. <b>Apologies</b></p> <p>Jo Booton – personal Paul French – holiday Ann Parker - holiday David Wilkinson - personal</p> <p>2. <b>Minutes of the Last Meeting – Matters Arising</b></p> <p>The Primary Care Network was moving ahead including Cleobury Mortimer, Highley, Alverley, Ditton Priors, Much Wenlock, Cressage, Broseley, Albrighton, Shifnall and Priorslee. It would consist of 9 practices and 11 premises. The inclusion of so many practices was due to the shape of South Shropshire and would be called the South East Primary Care Network. CCG approval was still awaited and the Network would start operations on 1 July 2019.</p> <p>MD confirmed that it was easy to include a CPV page on the Practice website. He asked what should be included and it was agreed, in the first instance, to include six months of minutes, contact details and the Facebook link. It was suggested that the Facebook page would direct the public to the page on the website. It was suggested that AP could action this. Further discussion would take place at the next meeting.</p> <p>The minutes of the last meeting were confirmed as being a true record. Proposed Joan Fisher, seconded Sue DelMar</p> <p>3. <b>Medical Centre Time</b></p> <p>There had been a complaint about the new Prescription telephone system where a patient had waited 13 minutes and been told the prescription would not be available for four days. MD advised that there had been issues with the clinical system that week and the situation would be monitored. The Service had provided weekly stats showing the average waiting time was 1 minute 44 seconds. MD advised that most Shropshire practices were now linked in and</p>	<p>MD/AP</p>

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<p>as each practice joined more staff were brought on line to cope with the increased workload. Members felt that patients should be made aware of the Patient Access where prescriptions could be ordered easily and provided in a timely manner. MD advised that 30% of patients were on Patient Access. It was decided to highlight the Prescription Service and Patient Access again through Facebook.</p> <p>MD advised that he had discussed the Patient Survey with PF and the Practice were looking for a two page snapshot. Distribution was discussed and it was thought useful to do this at the Festival and at the Practice.</p> <p>AA and MD left at 1910</p>	<p>AP</p>
<p>4. <b>GDPR</b> JM provided the Vice Chair, Treasurer and Secretary with a memory stick holding all the information. All paperwork should be stored on it and handed over when resigning. PF would also be given a memory stick. It also included the GDPR Policy and other documents circulated. JF thanked JM for all her hard work.</p>	<p>JM</p>
<p>5. <b>Cleobury Festival</b> Only PF and MS were available on the day and it was hoped to distribute the surveys there. PF had the CPV boards. JM would check they were up to date. The Festival would run 10-3 and the table would be manned all day.</p>	<p>PF/MS JM</p>
<p>6. <b>Website</b> Following on from the Matter Arising item all members were asked to provide MS with any ideas of other items to go on the website.</p> <p>SD had stopped the standing order but had to pay a closing payment of £24 representing two months fee. It was hoped that DW would co-ordinate the website moving forward.</p>	<p>DW</p>
<p>7. <b>Survey</b> The Survey was discussed and amendments would be compiled by JF. A footer would be attached saying "On behalf of Cleobury Patients Voice which is the group attached to the Cleobury Mortimer Medical Centre". There would be a box for collection available at the Festival and in the Medical Centre.</p>	<p>JF</p>
<p>8. <b>Any Other Business</b> Dementia Training was still required and it was hoped that this could be undertaken at a meeting.</p>	

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<p>SD was compiling a list of defibrillators in the area which she would then make sure was available on our Facebook Page, Website Page and available in the local newsletters and the Clarion. JM advised that a full list may be available through the British Heart Foundation. JM would find out how defibrillators were registered.</p>	JM
<p>At the beginning of the meeting JF asked if there was a confidentiality form to be completed. MS advised that she was not aware of one and believed that this was incorporated in the paperwork signed within the GDPR documentation. JF would provide a copy and this would be discussed at the next meeting.</p>	JF
<p><b>Date of Next Meeting</b> Monday 17<sup>th</sup> June 2019 at 1830.</p>	