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| **MINUTES OF MEETING HELD 16TH SEPTEMBER 2019** | **ACTION** |
| Those present: Andrew Allsop   Sue Del Mar  Mark Dodds  Joan Fisher  Paul French  Mandy Smith |  |
| 1. **Apologies** Jo Booton – personal Pat Grieg – holiday Simon Harris – holiday Jenny McCrorie – ill health Anne Parker 2. **Minutes of the Last Meeting – Matters Arising  3.** The complaints had been reported but not referred. The minutes of the last meeting were confirmed as being a true record. Proposed Sue Del Mar, seconded Paul French 3. **Medical Centre Time** It had been a busy time at the Practice.  Three registrars and a medical student had been taken on. The medical student was there till Easter. One registrar was part time and currently on holiday.  There had been a CQC inspection but it was not a full inspection. It was a telephone inspection involving MD and Juliet and took place over 2/4 hours. Answers were submitted to pre-set questions and these had been completed the previous Wednesday. The practice had received notification that the CQC were happy and nothing would be heard for 12 months but a full inspection would take place in May 2021.  A new telephone system was being installed which would link with the ongoing systems. If there was a queue to be answered it gives the ability for a patient to be called back rather than wait. The Patients Voice line would now send emails of messages left. A [CPV@gmail.com](mailto:CPV@gmail.com) email would be set up to be accessed by SD and set up by MD.  There would also be a new website at the end of October/beginning of November. The new website will let patients do more through the site.  MD asked if AP could update our FB page with details of the changes.  Dawn Jordan had spent a day at the POD. There were still technical issues but the systems were getting better.  JF asked about yellow fever injections and why they can no longer be done at the practice. MD advised about the indemnity costs required to undertake these.  **AA and MD left at 1915.** 4. **Medical Survey Results** PF thanked those involved in completing the survey and copies were circulated. MD had been given a copy early for the CQC session. JMc had completed some analysis and MS apologised for not having completed the graphs but these would be done for the next meeting. 5. **GDPR** MS had met with JMc about the confidentiality statement. JMc advised that this was included in the paperwork signed by all members so wasn’t required at each meeting. 6. **User Guide of Local Groups/Database Progress** JB advised that the Council were a fifth of the way through this work but the Neighbourhood Plan had taken priority. Once completed it would be sent to us to look at to ensure all organisations were included. 7. **Website** There was nothing further to mention on this matter – see 3 above. 8. **Dementia Training** PF would liaise with Jon Bodenham to see if we could arrange a group training at the October meeting.  A Dementia event was taking place in the Kings Arms on 23th September at 11am. It was an initiative supported by Jon Bondenham and Karen Rogers from Capulet Care. 9. **Any Other Business a)**  The Town Council were launching a Food Bank on 25th October. Collections of food are undertaken from the Hospice Shop and Co op but currently all food is taken out of Cleobury Mortiumer. Volunteers were coming from the Catholic Church, St Marys and St Marys Youth Project and there would be a rota. The Food Bank would be located in the Market Hall in two locked cabinets but may have to move dependant on volume and need. Currently there were town people identified in Cleobury Mortimer who would make use of it. A referral form would be provided to them to take there. It was suggested that this be put on the CPV Facebook page.  MS advised that Lacon Childe had a harvest collection which was normally given to Mark Greaves for the Food Bank and she would notify Rachel Croxton-Broome of the Food Bank need. 10. **Date of Next Meeting** It would take place on Monday 21st October at 1830. | SD/MD  AP  MS  JB  AP  MS |