



## 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 Monday 13<sup>th</sup> April 2015 at 6.30 pm

Present: Kevin Burrows (KB), Gill Davies (GB), Brian Davies (BD), Sue Del Mar (SDM), Joan Fisher (JF) Marion Martin (MM), Hazel Morrell (HM), Rod Stewart (RD), Stephen Andrews (SA), Ian Whyatt (IW)

Apologies: Jenny McCrorie, Glenys Turpin.

ITEM	DISCUSSION	ACTION
<b>Pharmacist information to the group</b>	<p>JF welcomed Ian Whyatt, (IW) Pharmacist at Cleobury Pharmacy, to the meeting and Ian advised the group of the following –</p> <ol style="list-style-type: none"> <li>1. Prescriptions ordered on Friday may not be ready until Monday evening as 2 working days are needed to process them.</li> <li>2. The pharmacy deals with around 600 prescriptions a day. Soon the prescriptions will be electronic which will speed up the process significantly. But patients can continue to have paper prescriptions if they so wish.</li> <li>3. Recent inspection by CQC (Care Quality Commission) was very successful and there were no action points.</li> <li>4. Stock shortages are a nationwide problem, especially steroid creams.</li> <li>5. NHS are very keen on generic drugs as they are much cheaper. A drug will come off the exclusive list after 10 years.</li> <li>6. Exemption Certificates are time limited so it is very important to check your certificate and get it renewed before it runs out and you have to pay for your prescriptions.</li> <li>7. It is possible to get medicine without a prescription but only in an emergency due to NHS regulations.</li> <li>8. Ian is now able to –               <ol style="list-style-type: none"> <li>a. Review medication.</li> <li>b. Demonstrate how new medication should be taken eg: Inhalers</li> <li>c. Give flu jabs to those unable to attend the clinic</li> <li>d. Prescribe emergency contraception to those under 25</li> <li>e. Help with health fitness eg: smoking cessation</li> <li>f. Prescribe for minor illnesses such as constipation and diarrhoea, etc.</li> </ol> </li> </ol> <p>SA and IW agreed to prepare a statement for publication in the local magazines with regard to electronic prescriptions and renewal of exemption certificates. This will be shared with the group.</p>	<b>SA/IW</b>
<b>Concert</b>	<p>GD reported that the concert was very successful. 55 people attended plus the choir and the musicians and a total of £481 was raised. SA suggested that this could go towards a spirometer with the practice making up the shortfall.</p> <p>SDM agreed to obtain a giant cheque from Lloyds Bank to be</p>	

<p><b>Mural</b></p>	<p>presented to Dr Thompson on an agreed date (a Tuesday at 12pm)</p> <p>As suggested by the school it was agreed to defer the Mural until September when pupils will be refreshed and keen to participate.</p>	<p><b>SDM</b></p>
<p><b>Website</b></p>	<p>SA advised that CPV minutes needed to go on the practice website as required by the CQC. The CPV narrative would be reviewed at the website meeting. This was postponed until Monday April 27<sup>th</sup> as Katie is unable to attend due to illness.</p>	
<p><b>Telephone Line</b></p>	<p>The telephone line was discussed and a vote was carried to trial this for 6 months. People monitoring the messages would be given guidelines and the outgoing message would be decided at the next meeting.</p>	
<p><b>Practice Update</b></p>	<p>The NHS template for CQC had been completed – copies previously circulated Completed Practice patient survey forms to go into the CPV comments box and passed to SA. SA commented on recent issues and reiterated his full support for the group</p>	<p><b>GD</b></p>
<p><b>Standing Items</b></p>	<p>Treasurer's report – SDM reported that we have £521.72 in the bank account. Comments - none had been received Minutes for Craven Arms and Shrewsbury meetings not available – to be presented at next meeting</p>	<p><b>JF</b></p>
<p><b>Reception Sessions</b></p>	<p>It was agreed these sessions would normally be held in the mornings on a Monday or Tuesday when the surgery is busiest. Groups recently contacted included Marie Curie (May) and CRUSE Bereavement Care (June) Other groups suggested were – Alzheimer's Diabetes Cleobury Carers Support Groups supporting rural communities JF confirmed she would send out updated timetable</p>	<p><b>JF</b></p>
<p><b>AOB</b></p>	<p>It was agreed that the group needed to look at ways of raising our profile which would be included on the agenda for the next meeting.</p> <p style="text-align: center;"><b>27<sup>th</sup> April, 5 pm onwards – Website Review</b></p> <p style="text-align: center;"><b>Main Meeting - Monday 11<sup>th</sup> May</b></p>	<p><b>ALL</b></p>