



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 – 11th May 2015 at 6.30 pm

Present: Kevin Burrows (KB), Joan Fisher (JF), Pat Greig (PG), Rod Stewart (RS), Sue Del Mar (SDM)
 Dr Allsop (AA)
 Apologies: Rosie Bond, Gill Davies (GD), Brian Davies, Katie-Rose Smith(KRS), Jenny McCrorie(JM), Hazel Morrell, Kate Jones

ITEM	DISCUSSION	ACTION
Action Notes from previous meeting	<p>The following corrections from the previous action notes were agreed</p> <ul style="list-style-type: none"> • Attendees included Stephen Andrews and Ian Whyatt • Only emergency contraception to those under 25 can be provided by the pharmacist <p>AA suggested that the increased use of the online patient access site for prescription ordering would be of benefit to the practice and that this should be publicised. AA agreed to discuss with SA.</p>	<p>JF</p> <p>AA/SA</p>
Surgery Update	<p>JF welcomed AA and he advised the group on the following –</p> <ol style="list-style-type: none"> 1. At the moment electronic prescriptions are only available for batch (repeat) medicines. 2. Medical records are not automatically released but are available online on request. If the patient making the request is not online the surgery can provide computer and assistance but there is a charge if the patient wants a paper copy. 3. The number of people booking online is still very small. 4. There are only a small number of patients who miss their appointments. 5. The surgery undertakes clinical research projects, mostly of an observational level. 6. Cleobury patients are acknowledged to be among the best participants to take part in Primary Care research projects. 7. There are two Registrars practising at the surgery at the moment but usually there is one. 8. The number of patients increased by 1,000 during the Financial Year 2014 to 2015 and now number 7025. At the moment the present number of doctors in the practice is sufficient for the number of patients as one doctor equates to 2,200 patients. 	
Telephone Line	<p>KB produced a set of guidelines for the telephone A message was agreed and it was decided to ask Stephen Andrews (SA) to put it on the phone. GD was to be asked if she could check it once a week.</p> <p>As KRS was not able to attend it was decided to postpone discussion</p>	JF/SA/GD

Website	until the next meeting.	
Publicity/Raising CPV profile	SDM had obtained a giant cheque for the £500 raised following the recent concert which will be presented to DrThompson on Thursday 14 th May at 12.30pm. It was agreed we would publicise the presentation of the cheque along with a photo in the Clarion and the surrounding village magazines. The members were thanked for their help with the event.	
	It was decided to ask SA how we could improve our profile - agenda item at the next meeting	JF
Standing Items	Treasurers Report—SDM reported that we have £502.72 in the bank and £23.11 in petty cash. Comments—none had been received Minutes, SW Locality Meeting – Joan summarised the main points which included a draft terms of reference for the group. Minutes and draft terms to be circulated once agreed.	JF
Reception Sessions	JF produced an updated rota. JM and SDM will attend the session on 26 th May - JF agreed to send SDM and JM the Marie Curie representative details. JF will attend the session on Wednesday 24 th June when Cruse Bereavement Care will be the organisation represented. Other groups to be contacted include Alzheimer's, Diabetes UK and Cleobury Carers Support.	JF/SDM/JM
AOB	Correspondence had been received from the Community Car Scheme asking for assistance and it was decided to ask them to come to the August Meeting.	JF
	The use of the comments box and access to it were discussed	
	Next Meeting – Monday 22nd June at 6.30 pm, The Medical Centre	