



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 – 26th October 2015 at 6.30 pm

Present: Joan Fisher (JF), Brian Davies (BD), Gill Davies (GD), Katie-Rose Smith (KRS), Kate Jones (KJ), Rod Stewart (RS), Mark Radford (MR), Stephen Andrews (SA), Pat Greig (PG), Jo Booton (JB)

In Attendance: N/A

Apologies: Sue Del Mar, Kevin Burrows, Jenny McCrorie, Rosie Bond, Steve Gregory (Shropshire Community NHS Trust)

ITEM	DISCUSSION	ACTION
<p>Practice Update - Stephen Andrews</p>	<ol style="list-style-type: none"> 1. Stephen provided an update on the status of the unused expansion space within building: The building contractor Matrix always ensure that new projects come future-proofed for expansion. Stephen assured us by saying the NHS do not pay for this expansion space until this is used. This can be by the surgery expanding into this space or another business taking on the lease. Despite extensive searching for a suitable tenant the cost per square metre is greater than can be found locally and therefore there has been little interest from other businesses within the area. The conclusion is that it will remain as it is for the foreseeable future. 2. The question of holding CPV meetings during the working day was raised. In subsequent discussion, the meeting voted to maintain the current 18:30 timing on the grounds that a primary objective is to increase numbers attending, including those in daytime work. 3. Stephen expressed his thanks on behalf of the partners to the CPV for its work in supporting the recent Flu Clinics. 4. Katja is now back at work at the practice, providing an improved awareness of care needs. 5. Community Transport – no problems had been reported with the new booking arrangements. One 'emergency' call had been placed directly with Val. It was noted that Shropshire operates a hospital transport service which appears to offer cover for many of the journeys undertaken by the Community Transport service. SA to find out more about this. 6. The question of practice service coverage of the 'remote' farming community was raised. The practice believes this community to be well-served. Clive Leworthy of Shropshire Rural Communities Charity (RCC) to be asked to talk at future CPV meeting on outreach to farming community. 7. The forthcoming National Self Care Week was mentioned. SA agreed to put up some posters in the centre; JF to source these. 8. Information in reception: it was noted that the single Patient Information Folder was insufficient and contained out-of-date material; the noticeboard was also in need of a refresh and a general tidy; the leaflet stand in the small foyer was generally inaccessible & unused; the board showing staff photos was 	<p>SA</p> <p>JF</p> <p>JF/SA</p> <p>SA/JB/JF</p>

	<p>also out-of-date & under-viewed. Agreed that a second Patient Information Folder would be provided by the practice and that JB would review contents. SA agreed to arrange up-to-date staff photos and ensure displayed appropriately. It was agreed in principle that CPV would take responsibility for regular checking of leaflets & noticeboard, possibly in conjunction with checking for answerphone messages.</p> <p>9. Agreed that the Crisis Helpline contact information needed to be displayed more prominently (SA). JF to look into whether it is/could be also displayed in the Town Library or carried in The Clarion newsletter.</p> <p>10. It was noted that the tyres on the 'communal' wheelchairs were found to be flat in the course of the recent Flu Clinic. SA to investigate their ownership/maintenance status.</p> <p>11. Mural(s) for reception area: JF had spoken to Dave Barker at Lacon Childe school who was very amenable to Year 10s being involved. Meeting at Medical Centre arranged for Mon 2nd Nov (15:30); SA to furnish practice representative.</p> <p>12. CQC inspection of practice still outstanding.</p>	<p>SA/JF</p> <p>SA</p> <p>JF/SA</p>
<p>Action Notes - Sept Meeting</p>	<p>High-sugar drinks in vending machine in Lacon Childe Sports Hall: JF reported that children don't have access to the machine during school hours; an external company replenishes the machine and the Sports Hall has no direct control but one of the staff will ask company whether there is any choice of contents available and advise CPV accordingly.</p> <p>Spirometer purchase: GD reported that the publicity around this, which was to appear in the Ludlow Advertiser, is still outstanding after it was revealed that the paper now has a policy of not showing cheques in photographs. A story is expected to be published shortly.</p> <p>CPV flyers & posters produced by JF & MR and used successfully at the Flu Clinic.</p> <p>Minutes agreed.</p>	
<p>Reception Sessions</p>	<p>The Healthy Friendships session did not take place on Tuesday 22nd September as planned. Sustain, Shropshire Housing Group, attended the session on 26th October and December's attendees have asked for a postponement. It was suggested and agreed in principle that CPV would fulfil the December date (Tues 1st Dec 0900-1200).</p>	<p>JF</p>
<p>Attendance of new members & constitution</p>	<p>Sign-in list of members/people attending the meeting now includes a confidentiality clause. Agreed that anyone who wished subsequently to become a member would be required to sign a further document agreeing to abide by the group's Constitution, Code of Conduct and a wider confidentiality undertaking.</p> <p>It was noted that the written Constitution was a long document and made reference to a Committee construct that had fallen into disuse as the group had reduced in size, and it was agreed that JF would circulate electronic copies of the Constitution ahead of a review and re-write to be conducted at the <u>next meeting</u>.</p> <p>A definitive list, including email addresses, of the current membership (21) was circulated.</p>	<p>JF/All</p>

Standing items	<p>Answering machine - No messages had been left</p> <p>Comments box - No comments had been received</p> <p>Treasurer's report - The funds in the account had not changed. GD reported that mention had been made of a requirement for a £800 piece of equipment related to bladder disorders.</p> <p>The possibility of conducting a CPV raffle in the medical centre was raised and it was agreed to look into the associated legal situation.</p> <p>Website - KRS reported all okay and that MR's assistance should avoid any future problems around upkeep.</p> <p>Meetings - JF attended a meeting of the South West Patients' Group where Kerrie Allward of Integrated Community Services (ICS) reported on its initial work although it is still a prototype and is without a full complement of staff as yet.</p>	SA
AOB	<p>It was anticipated that Steve Gregory, Director of Nursing and Operations at the Shropshire Community NHS Trust and/or the Medical Director would attend the <u>next meeting</u> to give us an update on the bed situation at Ludlow Hospital.</p>	JF
Next Meeting	<p>Agenda at the next meeting will be an update from Steve Gregory and/or the medical director and review of the constitution in preparation for the AGM in January</p>	

Next Meeting – Monday 7th December at 6.30 pm, The Medical Centre