



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 – 19th September 2016 at 6.30 pm

Present: Mark Radford (MR), Joan Fisher (JF), Sue Del Mar (SDM), Jenny McCrorie (JM), Simon Harris (SH), Kevin Burrows (KB), Katie-Rose Stone (KRS), Debbie Brown (DB), Jo Booton (JB), Dr Elizabeth Palmer (EP)
Apologies: Rod Stewart, Val Simpson, Pat Greig

<p>Welcome</p>	<p>MR welcomed members and EP to the meeting.</p>	
<p>Practice Update (including associated Agenda items and/or Matters Arising)</p>	<p>EP joined the meeting and updated the group.</p> <ol style="list-style-type: none"> 1. Practice Manager interviews to take place on October 6th and JF agreed to attend the first part of the session on behalf of CPV. 2. Telephone issues are being addressed and the company has been given a month to resolve this. 3. Toys and books in waiting area – EP to check if previous enquiry has been followed up. 4. Flag on system for patients over 70 being discharged from tertiary care had been discussed after last meeting – EP to check with Paul Thompson if this had been actioned. Issues with delays in discharge paperwork being received and admission avoidance also discussed. 5. Practice funding for CPV – EP suggested this should be reviewed each year and £200.00 was agreed for this year with a breakdown of costs being requested by EP: SDM to send details. 6. Appointments – during mid-August there were very few available online which EP explained was mainly due to holidays. Now resolved. Concern expressed by members with regard to new message asking callers to give details of reason for booking to reception staff, which coincidentally appeared around the same time. EP explained this was done to prioritise appointments appropriately. A discussion as to whether this amounted to some form of triage by non-clinical staff was not resolved. Given that the policy was unlikely to change, MR agreed to write something for the Clarion to explain the new message. KRS commented that knowing beforehand that this change was imminent might have allowed CPV to smooth its introduction. EP suggested that CPV members should review the message and recommend changes as appropriate. 7. Noticeboard – new CPV noticeboard now up near entrance door. Comments box still to be moved – none in again, thought it might be used more if on noticeboard rather than at end of reception desk. 8. Flu Clinic October 8th – CPV to have display. Nightingale Nurses also having display and Val Simpson and team providing transport 	<p>JF</p> <p>EP</p> <p>EP</p> <p>EP/SDM</p> <p>MR</p> <p>ALL</p> <p>JM</p>

<p>Remaining Action Notes and Matters Arising – 15th August</p>	<p>Pharmacy – a letter is ready to go to the pharmacist (Ian Whyatt) following comments about issues with space and he is to be asked to attend a future meeting. KRS and JM asked for difficulty with wheelchair access to be added to the letter. MR to redraft.</p>	<p>MR</p>
<p>Remaining Agenda items</p>	<p>CPV telephone line – there are still problems with this; see EP comment above.</p>	
	<p>Service Mapping – Discussed in relation to discharge. JB advised that discharge liaison service should be providing information. Difficulty knowing who to go to, who does what and information soon out of date. DB said Clinical Commissioning Group hold contracts for services and could be approached for information. JB thought GP should be asked for information and DB questioned if it was the GP's responsibility. Cross-boundary issues could also be a problem. KB had previously presented document to meeting re discharge-related info but GP's did not take it up. JM suggested use of noticeboard to give information about discharge. SH suggested poster to advise people. Following the discussions MR agreed to make a start on mapping.</p>	<p>MR</p>
	<p>NAPP – New bulletin received and discussed briefly. MR to send out to members with meeting details in future. Self-care week 14th – 20th November – JM and MR to follow up re resources for the week.</p>	<p>MR</p> <p>JM/MR</p>
	<p>Clarion – MR to write article re appointment booking message and Flu Clinic and copy to SDM for onward publication.</p>	<p>MR/SDM</p>
<p>AOB</p>	<p>SH asked about Highley surgery and it was explained that the potential merger with CM was not now going ahead.</p>	
	<p>Flu Clinic – members were asked to help. JM to sort flyers and display.</p>	<p>JM</p>
	<p>JB said the Blood Transfusion Service was no longer holding blood donor sessions in Cleobury – nearest place now Highley. MR to find out the reason for the change.</p>	<p>MR</p>
	<p>MS Coffee Morning – JM reported that £300.00 had been raised for the Multiple Sclerosis Society.</p>	
	<p>There being no other business, the meeting closed at 8 pm.</p> <p style="text-align: center;">Next meeting - Monday 17th October 2016 at 6.30 pm</p>	