ON TO STATE OF THE OWNER OWNE

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 – 21st November 2016 at 6.30 pm

<u>Present</u>: Mark Radford (MR), Joan Fisher (JF), Sue Del Mar (SDM), Jenny McCrorie (JM), Rod Stewart (RS), Kevin Burrows (KB), Jo Booton (JB), Madge Shineton (MS), Katja Jones (KJ), Dr Paul Thompson (PT) <u>Apologies</u>: Katie-Rose Smith (KRS), Pat Greig, Simon Harris, Rosie Bond, Marie Murphy, Debbie Brown, Kate Jones

Kate Jones		
Welcome	MR welcomed members to the meeting.	
Practice Update (including associated Agenda Items and/or Matters Arising)	 Telephones now working. CPV message needs to be amended – SDM will do this. New Practice Manager has started. Mark Dodds has been fact-finding re practice and primary care. His role will include looking at the direction and stability of the practice. Practice Managers meet monthly and Mark recently attended the South 	SDM
	 Shropshire Locality meeting which also has patient representation on it. Wyre Forest and some Shrewsbury practices have formed 'super partnerships' but it is not the intention of Cleobury to participate. MS asked if Cleobury were still assisting the Highley practice: PT said no longer any need. MR was told that there had not been any drift of Cleobury's Highley patients back to the Highley practice. 	
	5. CPV Comments Box still on floor – PT said still ongoing work from recent patient experience 'walkthrough', which included reference to CPV noticeboard & box as well as chair rearrangement, and rubbing panels on lower half of walls to protect from wheelchair damage. PT to enquire whether CPV assistance required in any of this.	PT
	6. SDM highlighted a recent call to Shropdoc where information about attending Minor Injury Units (MIUs) was very confusing, and the MIU at Ludlow Hospital was not mentioned at all. PT said practice can get fee for treating minor injuries and could see people if appropriate. MR to write to Shropdoc regarding omission of Ludlow from advice. 7. MR saked shout staff phates. DT understand agreements in the confusion of th	MR
	 MR asked about staff photos – PT understood someone is looking at updating this at present and commented that noticeboards currently have too much information on them. KB said Teme Leisure had reported a tail-off in GP referrals to its exercise programme. PT not aware of any change in practice but said cases come in 'fits and starts'. There had also been some confusion about the correct process/forms for referral. MS thanked PT for list of staff in practice. 	

- 10. MS asked PT whether he had seen an **HIV leaflet** which Public Health were asking to be distributed.
- 11. **Practice funding for CPV** now received & complete.
- 12. MR asked about a RCGP document re **GP collaborative care** and support planning. PT commented that he did not recognise the RCGP's description of matters but practice was working collaboratively anyway.

MR thanked PT who the left the meeting.

Special Agenda Item

Cleobury Compassionate Communities – CoCo

MR welcomed KJ who explained the work of CoCo, which started in Cleobury 5 years ago and was initiated by JM & CPV. It is a befriending service and currently has 25 volunteers, working on a 1:1 basis, technically for anyone over 18 but predominantly supports people between 70 & 100 years old. There are now 18 similar projects across the county. They receive referrals from a variety of sources (GPs, carers, care organisations). Coffee mornings are held twice a month to raise funds for CoCo (travel expenses are ~£2k/month) and volunteers have monthly sessions to share experiences and receive ongoing coaching.

KJ is also the practice's **Community & Care Co-ordinator** (CCC) – a role expected to incorporate the CoCo coordination work – but CCG funding (currently 13 hours/week) for this may be removed, leaving the CoCo work unfunded too. MR was concerned about lack of information about CCCs on the 'Shropshire Choices' website and asked about Katja's links to both non-statutory and statutory organisations: KJ said that she could refer to either in her own right (i.e. without GP involvement) when appropriate. KB asked if there was anything the group could do to support KJ and she advised that she would look at this. MS commented that KJ's job stopped more expensive downstream interventions and suggested the local MP could be involved more in instances where services are under threat. MR asked whether CPV should write to the MP and Public Health on this matter and KJ said she had just received an e-mail which might be relevant and would pass this on, if so.

KB raised a concern about the discussion becoming too political.

MR thanked KJ and congratulated her on the work she has done.

Remaining Action Notes and Matters Arising – 17th October

Blood Transfusion Service – MR has had reply from NHS Blood and Transport about its recent withdrawal from Lacon Childe donor sessions. Reasons given included a general reduction in the need for blood, as well as a focus on particular blood groups (O-neg & B-neg). MR to forward copy of letter to MS.

Other Agenda Items **Service Mapping** – MR has met with the local Community Enablement Officer, Vicky Turner, to discuss this subject and the 'Shropshire Choices' website. The attendance of Kate Garner, Shropshire Council's coordinator of the latter, was offered to the group if required.

AOB

LJC Meeting on Healthcare – Vicky Turner is organising this for January at the suggestion of MS, following the expected publication of Shropshire's Sustainability & Transformation Plan (STP) and the start of 'public consultation' on its contents. CPV has been invited to speak,

KJ

MR

and should be joined by representatives of Shropshire CCG, Wyre Forest CCG, Shropshire Public Health and Shropshire Defend Our NHS.

Coffee Morning – MR advised the group that there is to be a coffee morning in the Market Hall on February 4th. Services having a stand include CoCo, CPV, Carers group and Nightingales. JM agreed to coordinate CPV stand, assuming support from other members.

JM/AII

Parking – SDM raised a concern from KRS about the new yellow lines on Vaughan Road, preventing carers from parking immediately outside some clients' properties and was advised by MS that it was a Parish Council decision on which there had been extensive consultation and fairly unanimous agreement.

Next meeting - Monday 19th December 2016 at 6.30 pm