



## Clebury Patients' Voice

*"Bringing together patients, health professionals and voluntary groups to improve the health and social support services of our community."*

### Minutes of Annual General Meeting – 16<sup>th</sup> January 2017 at 6.30 pm

Present: Mark Radford (MR), Joan Fisher (JF), Sue Del Mar (SDM), Rod Stewart (RS), Marie Murphy (MM), Kate Jones (KJ), Debbie Brown (DB), Madge Shineton (MS)

Apologies: Kevin Burrows, Pat Greig, Simon Harris, Jenny McCrorie (JM), Practice representatives.

<b>Welcome</b>	MR welcomed members to the AGM.	<b>ALL</b>
<b>County-level Health Developments</b>	<p>Apologies were noted and included practice representatives, who had been excused attendance because (a) it being the AGM and (b) there being no updates from the practice since the last meeting.</p> <p>MS updated the group on the developments in health being discussed in Shropshire and Worcestershire. She presented a paper on the proposed changes in Worcestershire, explaining the views expressed including those of Dr Richard Taylor (former Wyre Forest MP). Worcestershire's public consultation process has started and there will be a drop-in session at Kidderminster Hospital on Wednesday 18<sup>th</sup> January from 10am to 4pm.</p> <p>A full discussion took place and the topics included:</p> <ol style="list-style-type: none"> <li>1. Proposed establishment of Shrewsbury as a first-class trauma centre.</li> <li>2. Possible closure of some services at Tenbury Hospital, and the temporary withdrawal of Minor Injuries Unit services there during the recent crisis in Worcester A&amp;E.</li> <li>3. Whether proper A&amp;E services would remain at Telford, or whether they would merely be rebadged UCC facilities.</li> <li>4. The group campaigning to have as many services as possible at Kidderminster (<a href="https://www.facebook.com/moreservices4kidderminster">https://www.facebook.com/moreservices4kidderminster</a> (sic)) – what additional medical facilities would be needed for this?</li> <li>5. Members were invited to submit their views on the Worcestershire Clinical Commissioning Group website and social media.</li> <li>6. The public consultation on Shropshire's proposals would not be conducted until after the May elections.</li> <li>7. More activities could be carried out at Bridgnorth and Ludlow Hospitals but staff with the correct skills were not available and there was a recruitment and retention problem.</li> </ol>	
<b>Chairperson's Annual Report</b>	<p>MS asked for views from CPV which she could use in meetings to supplement her own views, before leaving the AGM around 19:15.</p> <p>As Chairperson, MR presented the 2016 annual report, which is attached. The main points were: a stable CPV membership and attendance record; an improved CPV financial position; a new Practice Manager; regular CPV external communications; CPV</p>	

<p><b>Treasurer's Annual Report</b></p>	<p>support for various events; several external speakers; CQC inspections of the practice ('Good') and the local nursing home ('Inadequate'); the ongoing debacle of Shropshire's "Future Fit", now overlaid with NHS England's cost-cutting Sustainability &amp; Transformation Plans and a Clinical Commissioning Group placed under legal 'Direction'.</p> <p>Members commented:</p> <ol style="list-style-type: none"> <li>1. JF asked for clarification of the Shropshire Community NHS Trust's decision to terminate itself – MR agreed to forward further details.</li> <li>2. RS asked if there was a perfect health service anywhere in the world.</li> <li>3. DB advised that Worcestershire and Shropshire were supposed to be holding joint meetings on healthcare, as advised at a Local Joint Committee meeting in Highley in January 2016, but there was no evidence of this happening.</li> </ol> <p>As Treasurer, SDM presented the annual report, which is also attached. Recurring costs included website hosting at £11.99 per month and membership of NAPP. Some funds had been received from both Cleobury Parish Council and the practice and it was anticipated that the practice would provide further funding in future years.</p>	<p><b>MR</b></p>
<p><b>Election of Officers</b></p>	<ul style="list-style-type: none"> <li>• <b>Chairperson</b> – Mark Radford was proposed by Joan Fisher and seconded by Sue Del Mar. <u>Mark Radford</u> was re-elected.</li> <li>• <b>Treasurer</b> – Sue Del Mar was proposed by Mark Radford and seconded by Rod Stewart. <u>Sue Del Mar</u> was re-elected.</li> <li>• <b>Secretary</b> – Joan Fisher was proposed by Mark Radford and seconded by Rod Stewart. <u>Joan Fisher</u> was re-elected.</li> </ul> <p>The meeting agreed to waive the maximum of two years that people could stand as officers in the absence of alternative candidates, as implied by the current wording of the CPV Constitution. It was agreed that an update to the constitution to clarify the lack of any such limit in the absence of other nominations should be drafted and circulated for approval.</p>	<p><b>MR</b></p>
<p><b>Action Notes and Matters Arising – 19<sup>th</sup> December</b></p>	<p><b>Comments box, emails and telephone</b> – Comments box now in situ next to CPV noticeboard (to left of booking-in screen). No comments/messages received. SDM said that the telephone is now not accessible on Tuesdays (the established review day) as someone is using the room where it is sited for a clinic. Remote access to the messaging service was suggested as an alternative and MR will raise this with the Practice Manager. If such access is not available, a review of whether the service is needed would be undertaken.</p>	<p><b>MR</b></p>
<p><b>Other Agenda Items</b></p>	<p><b>Collaborative working:</b> item 1 in December Minutes neglected to mention Alveley &amp; Ditton Priors practices in the context of the Practice Manager's informal meetings with other practices. Minutes to be updated accordingly.</p> <p><b>Coffee Morning</b> – DB asked that someone from CPV be present on Saturday 4<sup>th</sup> February. MR indicated availability. JM organising</p>	<p><b>MR</b></p>

<p><b>AOB</b></p>	<p>leaflets. Cakes were needed. There had been publicity in the Clarion and on the Parish Council Facebook page.</p>	<p><b>ALL</b></p>
	<p><b>VETS</b> – site for 24/7-accessible defibrillator still being discussed. Apparently, only the BT phone box at Curdale Close (near the cemetery) is available and Cleobury Parish Council's plan for provision of a new electricity feeder pillar adjacent to the Market Hall in the centre of the town was thought to offer a better option. MR will continue to liaise with the Parish Council on this.</p>	<p><b>MR</b></p>
	<p><b>Shropshire Patient Group (SPG)</b> - MR advised the meeting about a document highlighted by the latest SPG newsletter in which Dr. Phil Hammond described some of the new private GP services springing up – MR to forward the article, as well as subsequent SPG newsletters, to the group.</p>	<p><b>MR</b></p>
	<p><b>NAPP review</b> – December's E-Bulletin previously circulated. MR drew attention to an article in which a very experienced GP described the history of general practice and speculated on its possible demise in the not-too-distant future.</p>	
	<p>DB reported that the <b>tarmac</b> between the lower car park and the main entrance appeared not to have been salted during recent icy weather, making access difficult for some of her clients – MR to draw this to the attention of the Practice Manager.</p>	<p><b>MR</b></p>
	<p><b>Singing for Lung Health</b> - KJ gave out leaflets about the Ludlow group that meets every Wednesday and asked members to publicise it, not least because current numbers were insufficient to ensure its long-term viability.</p>	<p><b>ALL</b></p>
<p><b>Community Celebration Day</b> in Cleobury Mortimer is scheduled for Saturday June 4<sup>th</sup>. This is a family day being organised by the Parish Council to showcase all local groups, held across several venues. DB asked whether CPV wished to have a presence. This was agreed and DB will forward forms to MR to enable the expression of CPV interest.</p>	<p><b>DB/MR</b></p>	
<p>The meeting closed at 20:00.</p>		
<p><b>Next meeting – Monday 20<sup>th</sup> February 2017 at 6.30 pm</b></p>		

## **CPV Chairperson's Annual Report for 2016**

Cleobury Patients' Voice (CPV) has had, arguably, a moderately successful year in 2016. As well as the election of Joan Fisher as Secretary and re-election of Sue Del Mar as Treasurer, our January AGM saw a rewritten and simplified constitution and heralded a move to monthly meetings.

In terms of membership, we welcomed a few new members during the course of the year who have proved conscientious attendees, while terminating the membership of a similar number of members who had not engaged with the group for well over a year. Overall, the size of the group remained fairly static at 20 members, of which roughly half were reasonably regular attendees at monthly meetings. We were also joined by a representative from Cleobury Mortimer Parish Council.

At the start of 2016, CPV's funding was in a somewhat parlous state. Although CPV had raised funds on behalf of the practice in the past, it is not constituted with a fundraising function. Some years ago, Government monies had been explicitly provided to GP practices in support of the establishment of patient groups, but these had diminished over time and then been incorporated into the overall GP contract, effectively disappearing from view. Thus, in 2016, CPV successfully sought modest funding from the practice, in support of expenses such as National Association for Patient Participation (NAPP) membership and external printing costs. It also secured a small grant from Cleobury Mortimer Parish Council in support of ongoing website costs. We are suitably grateful for both of these.

In September, CPV acted as sponsor of a coffee morning in support of the Multiple Sclerosis Society, during which over £300 was raised. In October, it supported the annual flu jab event, handing out well over 500 leaflets and talking to many of the practice's patients.

Regular CPV updates have been featured in the Cleobury Clarion, and have also been carried by local newsletters in Kinlet and Rock. A CPV representative attended and contributed to Shropshire Patient Group and South-West (Shropshire) Patient Group meetings at the start of the year, but severe family illness has since prevented further attendance.

Monthly meetings saw the attendance of Katja Jones, to talk about Cleobury Compassionate Communities (CoCo) and her role as part-time local Community and Care Coordinator, Jane Randall-Smith, Chairwoman of Shropshire HealthWatch, and Ian Whyatt, Cleobury's local pharmacist. Most meetings saw the attendance of the Practice Manager, until his resignation and a hiatus in replacing him. In light of this, and following the CQC's inspection of the practice – see below – one or other of the practice's GP partners also started to attend CPV's monthly meeting more regularly. A CPV representative was invited to attend the first stage of the process to select a new Practice Manager, meeting each of the half-dozen or so candidates in an informal setting and providing input accordingly.

In April, the Care Quality Commission (CQC) carried out a quality inspection of the practice and three CPV members were interviewed as part of this exercise. The practice subsequently received a rating of 'Good', with the local management of rheumatology patients deemed

'Outstanding'. In March, a CQC follow-up inspection of our local nursing home, Doddington Lodge, was far less complimentary: it was deemed 'Inadequate' in almost every respect: not safe, not effective, not responsive, not well-led and not always caring. It was found to have breached the Health and Social Care Act in six different areas. Management changes were made as a result and, in the last month, a further inspection has reported significant progress, pointing out that the home still does not have a Registered Manager and so is not always well-led, but nevertheless assigning a rating of 'Good'.

Slightly further afield, Shropshire completed a remarkable third year in its much-criticised *Future Fit* rationalisation planning, now focused on the acute sector and Shrewsbury and Telford Hospitals. At first, Shrewsbury was to be downgraded as Telford became the county's single acute centre. Then the figures were mysteriously rejigged to enable a reversal of this plan. Compensating rural Urgent Care Centres were ruled out as too expensive, while the community-level mop-up of services shed from the acute hospitals was hived off first to Community Fit and then to Neighbourhoods and 'Community Resilience' (i.e. DIY healthcare). GPs rejected the plans, largely because they foresaw an increase in their workloads without any meaningful increase in associated resources.

Reams could be written about the money wasted thus far on this exercise. Suffice to say that, in November, the West Midlands Clinical Senate effectively described *Future Fit*, despite three years' work, as inadequately modelled, insufficiently detailed, self-contradictory, poorly evidenced and overambitious. *Future Fit* has now been subsumed into Shropshire's Sustainability and Transformation Plan (STP), intended to pull together all of the area's health and social care functions. Shropshire's 'health economy' faces a large and ever-increasing financial deficit, and the STP was required to address this as its main priority. Unfortunately, in the eyes of NHS England, it has failed to do so. The STP was also criticised by Shropshire and Telford & Wrekin Councils as inadequate and unrealistic, despite their involvement in its generation. Meanwhile, the local Community Health Trust has, in the face of the STP, decided to terminate its own existence, citing its lack of ability and capacity to implement the plans.

Given all of the above, and the fact that, having first been placed in 'Special Measures', Shropshire Clinical Commissioning Group ends 2016 still under legal 'Direction', with public consultation on the STP postponed until further notice, the prospects for Shropshire's health and social care in 2017 are not encouraging.

To finish, I would like to thank our President, Jenny McCrorie, for her support and encouragement this year, our Secretary and our Treasurer for their work and support in 2016, and also thank the Medical Centre for accommodating our meetings, providing our dedicated phone line, and providing sundry other services, such as photocopying, during the course of the year.

Mark Radford/January 2017

**CLEOBURY PATIENTS' VOICE**

Receipts and payments for the Year ended 31st December 2016

**RECEIPTS**

£  
Grants 350.00

**Total Receipts** 350.00

**Deficit for Year** 55.78

**PAYMENTS**

£  
Website 365.78  
NAPP sub 40.00

**Total Payments** 405.78

**RECONCILIATION**

£  
Balance on 1st Jan 2016 525.83

Receipts 350.00

Payments 405.78

Balance on 31st Dec 2016 470.05

Lloyds 446.94

Cash in Hand 23.11

470.05