

CLEOBURY PATIENTS' VOICE



<u>MINUTES OF MEETING HELD 18TH FEBRUARY 2019</u>	ACTION
<p>Those present: Andrew Allsop, Sue Del Mar Mark Dodds Joan Fisher Paul French Pat Greig Anne Parker Mandy Smith David Wilkinson</p>	
<p>1. Apologies</p> <p>Jo Booton – personal Simon Harris – holiday Jenny McCrorie – ill health</p> <p>2. Minutes of the Last Meeting – Matters Arising</p> <p>Item 7 – It was acknowledged that there was discussion on this subject but JF had not made contact with MD. This was discussed and it was agreed that the Medical Centre staff would not be present as it caused issues regarding confidentiality as attendees tried to use it as a consultation.</p> <p>The minutes of the last meeting were confirmed as being a true record. Proposed Joan Fisher, seconded Sue DelMar</p> <p>3. Medical Centre Time</p> <p>MD updated us on the discussion regarding the Primary Care Network (PCN) and how it may work in the South. He advised that this is an ongoing piece of work and all practices need to be signed up to a PCN by 15th May. The rules about PCNs are that they need to cover 30/50,000 patients, involve neighbouring practices and once set up have an accountable person as Clinical Director.</p> <p>Currently there is a PCN along the A49 corridor covering Ludlow, Church Stretton, Craven Arms and Bishops Castle. It is hoped to create a PCN covering Cleobury Mortimer, Ditton Priors, Highley, Bridgnorth, Shifnal, Albrighton. This is to be ratified by the Clinical Commissioning Group mid April if a Clinical Lead is found. The start date for the PCN is 1st July and after the first year there will need to be discussion about a Clinical Pharmacist. There will then be further changes in 2020 with the PCN being the financial hub for the practices. This could mean patients going to different places for different services ie all patients go to one practice for contraception issues. Every service has to be provided by one</p>	

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<p>practice within the PCN.</p> <p>The practice has been working towards online appointments, out of hours appointments and access to medical records being available across the network.</p> <p>A “Pod” has been set up starting on 8th May. This will provide a prescription ordering direct system with a centre in Shrewsbury for all Shropshire GPs. The aim of this is to save the CCJ money. There will be a four day turnaround for these prescriptions. Patients will be able to call a local rate number and the service will be available 9-5 weekdays. MD asked if the CPV could promote this service on Facebook and the Medical Centre is highlighting this service on the website, via posters and through the chemist. AP agreed to update Facebook. PF agreed to help distribute posters.</p> <p>The Practice would like the CPV to organise a Patients Survey. SD and JF advised that there was a previous version. SD would look for the old version, PF would look in the previous paperwork and contact JM and this would be used as a starting point. The Practice would like the survey to cover opening times, appointment issues, front of house interactions, accessibility.</p> <p>PF will draw up a document and circulate.</p> <p>There was some discussion about the hot topic of mental health and AA advised that currently all referrals for young people were passed through “Kooth” which was online.</p> <p>4. GDPR JM had been contacted about changing the wording about Committee Members. She was thanked for her hard work on this onerous task. PF advised that anyone who had not completed a form should do so and send to JM to complete the CPV records.</p> <p>5. User Guide of Local Groups/Database Progress PF had spoken to Jon Bodenham and the Council in April. A Health and Wellbeing Card (similar to the Trade Card) was being devised and was being driven by the Dementia Town Group.</p> <p>6. Website The Medical Centre website can have a specific page for the Patients’ Voice. MD would be happy to upload documents. All documents would need to be in a pdf format. DW agreed to look at the page and suggest updates and layout changes at the next meeting. The group would like the tab for the page to be changed to Patients’ Voice.</p>	<p>AP/PF</p> <p>SD/PF/JM</p> <p>PF</p> <p>DW</p>
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<p>SD would cancel the Standing Order for the current website with immediate effect.</p>	SD
<p>It was also hoped to put a link on the page to the Facebook Page which is managed by AP.</p>	DW/AP
<p>DW also advised that our own website carried with it GDPR issues which could be avoided using this method.</p>	
<p>7. Cleobury Festival 29th June – Health Hub Members would be available to help at the event. PF spoke about an event on Healthy Ageing by Dr James Brown which talked about linking kindergarten children with older people to help with dementia. Dr Brown was the doctor involved in the Channel 4.</p>	
<p>8. Paperwork Storage / Scanning PF had offered support to MD to help with the scanning to save staff time and MD thanked us for the offer but the work had to be done by existing staff for confidentiality.</p>	
<p>9. Any Other Business a) There was discussion about opportunities for self help in the community and Walking for Health and use of the gym were mentioned as the Practice refers to both. PF would include this in an article in the Clarion.</p>	PF
<p>b) AP advised she was now Dementia trained. PF advised that he was trying to get the whole CPV group trained and would discuss possible sessions for 1/2 members at a time to attend. He would advise MS of dates so these could be circulated.</p>	PF/MS
<p>c) MD thanked the CPV Group for the new pictures and advised that the Practice would cover the cost of installation. The Group thanked him for this.</p>	
<p>10. Date of Next Meeting It was decided that there would be no meeting in April and the next meeting would take place on Monday 20th May 2019 at 1830.</p>	