**Cleobury Patients Voice**

*“Bringing together patients, health professionals and voluntary groups to*

*Improve the health and social support services of our community.”*

***Cleobury Mortimer Patients Participation Group***

**Agenda for General Meeting to be held at Cleobury Mortimer Medical Centre**

**on Wednesday 25th September 2024 at 14.00pm**

1. Welcome and apologies
2. Update on Registrars in Practice
3. Update on ARRS roles
4. Autumn vaccine campaign
5. New PCN funded role care co-ordinator
6. Apprentice appointments x 2
7. TV in waiting room
8. Agree roles nominate and second

Chairperson – proposal Anita Rose

Secretary – Kim Murrells

Treasurer – Susan Del Mar

1. Any other business
2. Date of next meeting –

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| MINUTES OF MEETING HELD 25TH September 2024 | ACTION |
| **Those present**  Dr Thompson  Cate Tolley  Kim Murrells  Anne Parker  Anita Rose  Susan Del Mar  Simon Harris |  |
| 1. **Apologies**   none   1. **Update on Registrars in Practice**   We are a training practice for T2/3/4 registrars, medical students, and nursing students. 4 x GPs to support with training. Dr Allsop oversees medical students. Changeover period affects appointment capacity. Less registrars have an impact on booking for appointments - just over a week to book a routine appointment currently. Emergency same day appointments still the same. Release of appointments periodically still in place to assist with this.   1. **Update on ARRS roles**   We are lucky enough to be part of nine practices who share provision across the county for extended services. These include an FCP first contact physio (Syed has recently replaced Constance), a clinical pharmacist to oversee medication reviews, including HRT, social prescribers who can offer support with smoking/weight loss/low mood, mental health coaches and a dietician. GPs can refer to these services for an appointment, but most often, our trained receptionists will signpost patients to these services if it’s more appropriate.   1. **Flu, Covid RSV vaccines**   Flu clinic to be held 5/10 at Cleobury Medical Centre. COVID vaccines to be administered from 3/10 for all eligible patients. RSV vaccine to prevent against respiratory diseases eg pneumonia available for patients aged 75-79. Patients will be contacted via text message, telephone call or letter. SH raised question of % of patients who hold mobile phone number? CT agreed to look into this for statistics.   1. **New PCN funded role care co-ordinator**   Charlotte has now taken on the role of Digital Transformation Lead funded by the PCN. She is looking to set up some drop-in clinics to assist patients who would like support in setting up patient access online. PT suggested it may be appropriate to offer a sign-up session during the flu clinic 5/10   1. **Appointing 2 x apprentice Medical Receptionist/admin role**   Charlotte’s current role has meant an internal change of role from Reception team. We are looking to recruit 2 x apprentices to provide Reception/admin cover. They will be supported by the college and KM will be mentor. This has proved very successful in the past.   1. **TV in waiting room**   Part of the DTL role is to be responsible for promoting information on the newly acquired TV in our waiting area. This will be used for extra signposting and information for conditions that are treatable by pharmacy   1. **Agree roles nominate and second**   Anita Rose was proposed by Susan Del Mar as chairperson and seconded by Anne Parker. Anita was happy to take on the position of chairperson and the committee wished her well in her new role.   1. **AOB**   Sue Del Mar informed the group that she has signed up for annual registration at the cost of £60 and was awaiting feedback. The PPG currently has £23.11 in petty cash.  Anne Parker confirmed that the current Facebook page is no longer monitored and proposed deleting the page. This was agreed by all members.  Simon Harris made a personal enquiry regarding waiting times for referrals. Dr Thompson advised that Receptionists do not have information regarding waiting times and unfortunately the surgery has no magic by-pass number. The Reception team would be happy to provide patients with their NHS number and advice to call the booking department for appointments.   1. **Date of next meeting**   Meeting to be held at Cleobury Mortimer Medical Centre end January 2025 date TBC. | CT to look into % of patients who hold mobile phone number for statistics  CM to set up leaflet/posters advising drop in sessions to be displayed at flu clinic 5/10/24 |
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