**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 8th November 2023 at 14.30pm**

1. Welcome and apologies

Simon Harris, Susan del Mar, Gwilym Butler, Anita Rose

1. Agree roles

-Chairperson

-Secretary

- Treasurer

1. Confirm contact details and agree best means of communication for group.
2. Confidentiality and data protection
3. Establish ground rules of meetings.
4. Signposting/triage/ Network/staff changes (Expanding practice Healthcare team)

How working practices have changed.

1. Any other business
2. Date of next meeting

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| MINUTES OF MEETING HELD 8TH November 2023 | ACTION |
| Those present  Cate Tolley  Dr Thompson  Kim Murrells  Madge Shineton  Brian Davies  Anne Parker |  |
| 1. Apologies   Simon Harris  Susan Del Mar  Gwilym Butler  Anita Rose   1. Agree roles.   This was agreed to put out for review as not everyone present.   1. Preferred contact details agreed for members present. 2. Confidentiality policy. All members are required to sign the declaration on page four of the confidentiality policy. This to be done at next meeting as not all members present. 3. Ground rules to be agreed. Members are requested to adhere to the following etiquette  * Submit apologies for non-attendance prior to the meeting. * Attend meetings punctually. * Be prepared to discuss items on the agenda for which they are lead. * Respect the views of others.  1. Dr Thompson gave an update on the changes going forward. Dr Palmer is due to retire and we have engaged a replacement GP to take on a similar role. Dr Evans took over when Dr Powick left. This has increased to six sessions over the last three years.   Team members GPs in training 6 year medical course 1st/2nd/3rd year GP training role 5 years post grad start to be a GP. Training through Keele Uni/North Worcs scheme formal GP placement. Also have medical students through Keele Medical school – appointments offered as 20 mins + 10 mins with GP available as F2F /telephone. Two medical students together 1 consulting/other observing then swap.  Nursing team & nursing student in last year of training – supervised role.  PM Mark Dodds replaced by Cate Tolley 18 months ago.  Dr Thompson explained that surgery comes under Network that consists of 50k patients in total & there are currently 8/9 practices in our PCN. This allows for funding to provide additional services eg Constance FCP (First Contact Practitioner) – initial assessment leads to referral then on to outreach service. No problem getting an appointment & Receptionist signposting makes system as efficient as possible.  Maggie is Network pharmacist who deals with more complex medications. She just deals with medications and will be a prescribing pharmacist after Christmas.  Social prescriber Abi (+ new person due) are sign posters with an ability to motivate. They deal with areas such as alcohol/weight/smoking.  Katja & CoCo compassionate community support. Katja supports carers & individuals eg benefit forms. She provides a bridge between GP & social services.  Mental health nurse Julie takes referral from GP.  Dominique severe mental health assessment.  Dietician once a month takes GP referral & close link with care homes (Doddington Lodge & Park House)  Health & wellbeing coach Jessica starting next month.  All members of team are good at signposting between them.   1. AOB Brian Davies queried appointment availability due to personal experience of being offered an appointment five weeks ahead.   Mental Health BD asked about provision for patients locally, but acknowledged that Dr Thompson had covered this in item 6.   1. Date of next meeting | KM to email copy of job description to PPG group members.  CT/KM to provide copy of policy for signing.  CT agreed to look into appointment availability and feed back.  Wednesday end February 2024 date TBC |
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