



## Cleobury 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 – 11<sup>th</sup> January 2016 at 6.30 pm

**Present:** Joan Fisher (JF), Katie-Rose Smith (KRS), Jenny McCrorie (JM), Rod Stewart (RS), Mark Radford (MR), Kevin Burrows (KB), Stephen Andrews (SA)

**In Attendance:** N/A

**Apologies:** Sue Del Mar, Jo Booton, Pat Grieg, Rosie Bond

ITEM	DISCUSSION	ACTION
<b>Practice Update - Stephen Andrews</b>	<ol style="list-style-type: none"> <li>1. Some monies have been provided from the 'Prime Minister's Challenge Fund' to Shropshire CCG to encourage 7-day opening. Four practices in Shropshire – in Ludlow, Bridgnorth, Albrighton &amp; Ditton Priors – have agreed to open longer hours – specifically 18:00-20:00 on some weekdays and 9:00-13:00 on a Saturday – on a rota basis. Shropdoc manages this extended opening and will advise which surgery is open in this way when you call.</li> <li>2. It was noted that the CM practice already operates a modest extension of hours on Thursday mornings, when appointments are available from 07:00. Booking of the associated 'slots' runs at or close to 100% for most of the year.</li> <li>3. Shropdoc also administers an 'Acute Visiting Service', designed to offer additional cover to surgeries for home visits in the area. A number of GPs across Shropshire (e.g. Dawn Powick) commit time to this; referral is via normal GP/medical centre channels.</li> <li>4. It was noted that a second registrar (Mohammed Shah) had joined the practice relatively recently, as had a new medical student. The practice typically has two registrars (on 1-year tenures) and one medical student (on 3-month assignment) in place at any one time.</li> <li>5. Mural(s) for reception area: an initial design had been produced that reflected some of the town's historic associations but further revisions are being sought.</li> <li>6. Online access to patient records: JF has agreed that her record can be used to illustrate the appearance of a 'full' record online, firstly for the practice's GPs and then for CPV at the next meeting.</li> </ol>	<p>SA</p> <p>SA</p>
<b>Annual General Meeting</b>	<p>Minutes of previous meeting (7 Dec 2015) agreed.</p> <p><b>Annual Report</b> – JF provided a brief written summary (attached) of CPV activities over the past year.</p> <p><b>Treasurer's Report</b> – Sue Del Mar forwarded a copy of the CPV accounts for the year-ending 31<sup>st</sup> December 2015 (attached), together with a statement to the effect that these had been independently audited by Steve McBride.</p> <p>There was a short discussion about future funding of the group's</p>	

<p><b>Standing items</b></p>	<p>activities, the maintenance of the CPV website being the most significant regular outlay. It was suggested that at least one fundraising event (e.g. coffee morning, tombola) would be needed each year to maintain basic group operations. It was noted that there are a number of local bodies to whom an application for a grant/funding might also be made e.g. town/parish councils, Local Joint Committee. It was suggested that Gill Davies be invited to the next meeting to talk about her extensive experience of such matters.</p> <p><b>Constitution</b> – a revised, shortened constitution was circulated to members before the meeting. Three further small revisions were agreed in the meeting and the updated constitution will now be put into effect, with a copy made available on the CPV website as well.</p> <p>It was noted that the constitution allows the termination of membership for any member who has not attended meetings nor sent apologies for 6 months or more, and that several current CPV members fall into this category. It was agreed that such members would be contacted to check whether their lack of engagement was an indication that they no longer wished to be involved with the group.</p> <p><b>Election of Officers</b> - Thanks were expressed to JF for her dedicated work as Chairperson of CPV over the course of the previous year.</p> <p>JM was asked to remain as Group President, to which she agreed, and this was unanimously supported by the rest of those present.</p> <p>MR was nominated as Group Chairperson by JM, seconded by JF, and unanimously agreed by the rest of those present.</p> <p>JF was nominated as Group Secretary by JM, seconded by MR, and unanimously agreed by the rest of those present.</p> <p>In her absence, Sue Del Mar was nominated, seconded and unanimously agreed as Group Treasurer.</p> <p><b>Meetings</b> – the frequency of meetings was discussed and a proposal to switch from the current six-week basis to a monthly meeting on either the second or third Monday of each month was unanimously agreed. Clashes with other local events and any CMMC preferences were to be investigated before a final call on which of these was more favourable was taken. <u>Post-meeting update</u>: SA was consulted and expressed no preference; Kinlet Parish Council meets on the second Monday of each month but no other clashes detected; a decision was taken to meet on <b>the third Monday of each month</b>.</p> <p><b>Answering machine</b> - Two messages had been left: one from a potential new member of CPV; the other was a patient who needed to be redirected to Tenbury's medical practice.</p> <p><b>Comments box</b> - One comment had been received, concerning the need for clearer indications that photographic ID must be produced to gain access to one's online patient record.</p> <p><b>Treasurer's report</b> – see above.</p>	<p><b>MR</b></p> <p><b>MR</b></p> <p><b>MR/JF</b></p> <p><b>MR</b></p>
<p><b>AOB</b></p>	<p>None</p>	

**Next Meeting – Monday 15<sup>th</sup> February at 6.30 pm, at the Medical Centre**



## Clebury Patients' Voice

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### Annual Report – 11<sup>th</sup> January 2016 – Joan Fisher, Vice Chair

Since the AGM in January 2015 eight meetings have been held with an average attendance of just over 10 members. Membership numbers now stand at 19.

Resignation of members has occurred mainly due to work commitments, health issues or leaving the area. One new member has been recruited.

Discussions at meetings have included –

- Mural to be provided in waiting area by Lacon Childe pupils
- Establishment of dedicated telephone line
- Website – update of content
- Practice Update
- Change of meeting time – voted to stay at 6.30 pm
- Feedback from other Shropshire groups eg South West Patient Group

Speakers who have attended –

- Steve Gregory and Colleagues from Shropshire Community Health NHS Trust on Ludlow Hospital changes
- Val Simpson – Community Transport Services – messages now being taken by CMC staff
- John Driver – Tenbury Transport Trust
- Ian Whyatt – Pharmacist at Clebury

Fund Raising has continued throughout the year, most notably at the request of a Clebury patient to raise funds for the practice. This included a concert at St Mary's church and a coffee morning. A grant was also awarded by the council and the total sum raised – £2161.00 – was used by the practice towards the purchase of a Spirometer. Although all members participated in the fund raising efforts particular thanks go to Gillian and Brian Davies.

Reception sessions were supported by CPV members and held in the waiting room. Voluntary and statutory groups were invited to attend and display information about their work. There was mixed feedback from these sessions. They included –

- Options – Pregnancy Advice
- Marie Curie – Cancer Care
- CRUSE – Bereavement Care
- CoCo – Clebury Compassionate Communities
- SUSTAIN – Support Services, Shropshire Housing

Other activities –

- At the Flu clinic in October members put together a stand and distributed leaflets about the group.
- Promotion of group in local newspaper
- Reviewed information in leaflet stands and files in waiting area
- Comments Box – checked by members on a regular basis
- Telephone – checked each week for messages
- Website Updates as needed – Katie-Rose Smith

As Vice Chair I would like to thank the group for their support over the last 12 months.

Joan Fisher, Vice Chair

11<sup>th</sup> January 2016

**CLEOBURY PATIENTS' VOICE**

Receipts and payments for the Year ended 31st December 2015

**RECEIPTS**

	£
Fund Raising	601
Grant	1,560

**PAYMENTS**

	£
Room Hire	16
NAPP sub	40
Medical Centre	2,180

**RECONCILIATION**

	£
Balance on 1st Jan 2015	600.83
Receipts	2,161
Payments	2,236
Balance on 31st Dec 2015	<u>525.83</u>
Lloyds	502.72
Cash in Hand	23.11
	<u>525.83</u>

Total Receipts 2,161

Total Payments 2,236

Deficit for Year 75