



Clebury Patients' Voice

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

Minutes of Meeting – 20th February 2017 at 6.30 pm

Present: Mark Radford (MR), Joan Fisher (JF), Sue Del Mar (SDM), Katie-Rose Stone (KRS), Rod Stewart (RS), Paul French (PF), Simon Harris (SH), Dr Juliet Lyne (JL)

Apologies: Kevin Burrows, Kate Jones, Pat Greig, Rosie Bond, Jenny McCrorie, Jo Booton

<p>Welcome</p>	<p>MR welcomed members to the meeting and apologies were noted.</p>	
<p>Practice Update (including associated Agenda Items and/or Matters Arising)</p>	<p>JL provided an update:</p> <ol style="list-style-type: none"> 1. Staffing – New registrar started in February for 12 months. No current issues with appointments. MR concerned about a wait he had. JL explained there are extra appointments each day for emergencies and she would remind reception to ask what the problem was to ensure the right appointment was given. JF passed on card from comments box which gave positive feedback about nursing staff. Funding for winter pressures in place until March had allowed a locum GP to be employed to do a session on Monday mornings. 2. Telephone – upgrade due on 7th March which would allow remote access to CPV answering service. 3. Footpath from car park – previous issue with gritting. Mark Dodds to be informed if it reoccurs. MR asked about formal footpath from 'lower' car park to entrance that was mentioned in the 'Surgery Walkthrough' report. JL noted this. 4. Coffee/tea vending machine – being considered for waiting room and currently being priced by Mark Dodds. JL suggested patients could be asked what they thought, via some form of waiting room survey. Monday mornings agreed as best time to conduct this. CPV to organize. 5. Waiting room - JF raised issue from patient about magazines still being present (and chewed on by children) despite toys being removed because of infection risk. JL to seek feedback from Adele who is practice lead for infection control. 6. Staff photographs – no progress on this; it seems practice staff not keen to pursue, despite previous agreement. 7. Local Joint Committee healthcare meeting - MR asked if any GPs would be present at this, which is being held at the practice on the evening of Thursday 9th March. JL explained that Thursdays were long days for the GPs (8am start) and that she was not aware of the meeting. <p>JL was thanked for the update and left the meeting at 7.00.</p>	<p>JL</p> <p>All</p> <p>JL</p>
<p>Remaining Action Notes and Matters Arising – 16th</p>	<p>Constitutional change – meeting voted to change the wording re annual reappointment of officers for an implied maximum of two years to an unlimited 'further periods of one year'. MR to circulate updated constitution and place copy on website.</p>	<p>MR</p>

<p>January</p>	<p>Minutes from December meeting – Correction agreed in relation to the GP practices that had been involved in the practice's collaborative working discussions had been made</p> <p>Coffee Morning 4th February – No CPV members present (due to illness) but was well attended and £270 raised, of which CPV will receive £90. PF furnished SDM with a cheque for CPV to this value.</p> <p>Singing for Lung Health – As previously agreed, MR had put something in the February Clarion CPV report on this subject.</p> <p>Community Celebration Day 4th June – MR had completed & returned an 'Expression of interest' form to Debbie Brown (Parish Council) on behalf of CPV.</p> <p>Shropdoc - MR had had an exchange of emails with Shropdoc's Patient Liaison Officer to establish why attendance at Ludlow and Kidderminster MIUs had not been included in a recent contact. It transpires that Shropdoc typically work on the basis of appointments with their representatives and do not generally handle care on a walk-in basis, although should recommend this where it is appropriate.</p>	
<p>Other Agenda Items</p>	<p>Defibrillator (VETS) – Discussion was held about use of new electricity feeder pillars in the centre of Cleobury for 24x7 defibrillator support. Parish Clerk had indicated that, contrary to previous reports, the most recent CM Parish Council meeting had not discussed their use for this purpose, but it was now to be raised formally at the next Parish meeting. PF said it had been mentioned at said meeting and he would ensure it was now discussed as indicated. No other action from CPV was required at this time.</p> <p>Local Community Healthcare Meeting 9th March – PF confirmed he would put up posters on Parish Council noticeboards to publicize meeting. SH will ask Kinlet parish councillors to attend and SDM will publicize in Neen Savage. "Neighbourhoods" (part of Community Fit as was) will be discussed at the meeting. People2People (P2P) will be talking about social services at the meeting too. KRS confirmed that discussions were progressing in relation to a monthly P2P 'hub' in Cleobury, which it was hoped would start in April. More information would be available once formalised.</p> <p>NAPP Review – it was noted that a new GP contract had been agreed for 2017/18 with provisions to encourage local practices to club together to offer weekend & evening appointments. There was also publicity from the National Institute for Health Research encouraging people to get involved in health research and join advisory panels.</p> <p>Clarion Update – JF raised a concern that this had been done by MR before the meeting. MR explained that the updates also went to several other local parish publications that had deadlines on or before those of the Clarion and/or the dates of some monthly CPV meetings.</p>	<p>PF</p> <p>PF/SH</p>
<p>AOB</p>	<p>1. SH raised the issue of proposed changes to A&Es in Shrewsbury and Telford. MR showed a recent SaTH document in</p>	

which the "A&E Services" to be retained at the two hospitals were described as covering "*Non-emergency injuries and ailments*", "*Some fractures*" and "*Minor head, eye or ear problems*" i.e. not an "emergency" service in any known meaning of the word.

2. SDM reported that two **messages** had been left on the CPV number but neither were intended for CPV.
3. KRS informed the meeting that an email had been received about a **new blog** aimed at older people and their carers:
<http://seniorcarehelper.org/>

The meeting closed at 7:40 pm.

Next Meeting – Monday 20th March at 6.30 pm