



Cleobury Patients' Voice

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

Minutes of Meeting – 15th May 2017 at 6.30 pm

Present: Mark Radford (MR), Joan Fisher (JF), Katie-Rose Stone (KRS), Jenny McCrorie (JM), Kevin Burrows (KB), Sue Del Mar (SDM), Rod Stewart (RS), Pat Greig (PG), Simon Harris (SH), Paul French (PF), Matthew Sheehan (MS) (Town Clerk), Dr Andrew Allsop (AA), Mark Dodds (MD)

Apologies: 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>AA/MD provided an update:</p> <ol style="list-style-type: none"> 1. Appointments - generally readily available at present due to the presence of GP training placement and registrars. However, this situation is not expected to persist next year when there are likely to be gaps, reflecting the national shortage of GP trainees. 2. Lack of blood test appointments– AA explained that this is a temporary problem due to leave and urgent tests will still be done. 3. Shropdoc transfers - MD advised that there were problems transferring calls to Shropdoc on a recent training day. 4. NHS cyber-attack - MD reported that the practice was unaffected. 5. Removal of low-cost prescription items - AA said he encouraged patients to buy over-the-counter when non-prescription items were cheaper than the cost of a prescription. SH asked if people on repeat prescription are seen every year; AA said this usually happens but was dependent on patient compliance. 6. Coffee/tea vending machine – SDM had conducted survey on usage and pricing: patients thought it was a good idea but wouldn't use it themselves. A water fountain (or equivalent) was suggested and MD will look into this. 7. Volunteer who visits the practice's patients. Concern previously raised about those with dementia who may be unaware she is going to visit, and apparent lack of clarity about her role and how she knows who to visit. MD reported that she provides liaison support and meets Katja from CoCo each week. GPs initially drew up the list for her visits and she may pick up additional useful information as she is a retired nurse. <p>AA/MD were thanked for the update and left the meeting at 7.15.</p>	<p>MD</p>
<p>Remaining Action Notes and Matters Arising – 24th April</p>	<p>Local Community Healthcare Meeting 9th March - SDM has now circulated a copy of her account of the meeting, prepared for Neen Savage Parish Council.</p> <p>Pharmacy delivery charges – MR still unable to locate copy of the letter he was handed and clarification from the pharmacist still outstanding. KB observed that the pharmacy in Tenbury only does one delivery a week to most of its areas.</p>	<p>MR</p>

<p>Other Agenda Items</p>	<p>Summary Care Record (SCR) – MR reported (courtesy of <i>The Pharmaceutical Journal</i>, April 2016) that 96% of patients have now had their records uploaded by their practices, with less than 1% having opted out of having their records on the 'spine'. Hospital records are not included unless they have been transcribed by GP practices. Hospitals have access to the SCR where they can view patient medication and allergy data published by GP practices. Pharmacies may view SCRs but only if they have explicit permission from the patient to do so and only in the case of 'clinical need', not for routine prescribing.</p> <p>Healthy Friendships – JF and KRS attended a recent launch event in Ludlow. Although it was presented as new at the event, JM said that this had been around for some time: JF to clarify status with the organisers of the launch event.</p> <p>Defibrillator (VETS) – British Heart Foundation fund & provide the machine and MS and PF reiterated that power costs would be paid for by Cleobury Mortimer Town Council and were not an issue. MS said there was a meeting the following week with the people installing the power feeds/pillars. MR asked for clarity re agreement of the new leaseholders of the building proposed as the location (Butler's). KB reported keypad buttons having been fouled with glue at another Shropshire location: a cover over the buttons was suggested and KB would look into this. MS and JM raised the question of who would check the defibrillator on a regular basis: MS said he would put it on the next Council meeting agenda but thought the Council's existing maintenance contractor could add a monthly check to their current set of duties. JM suggested KB should attend the next Council meeting to promote the initiative. KRS asked who would be responsible for funding & replacing the pads.</p> <p>Community Day 10th June – JM advised that she had produced leaflets for this. The following agreed to provide cover for the CPV stand:</p> <ul style="list-style-type: none"> • MR – 10 am – 12 noon • SDM – 12 noon – 2 pm • JF – 2 pm – 4 pm <p>Other members would be welcome to drop by and help too.</p> <p>Clarion Update – Farmers Support Network agreed once again as a suitable topic (the deadline for the Clarion having been missed in May thanks to the lateness within the month of the CPV meeting).</p> <p>NAPP – MR briefly reported on items from the bulletin including: another rise in prescription charges (to £8.60 per item); NHS England's review of ten "ineffective or inappropriate" low-value prescription items on which it was issuing new guidance to local CCGs; a report by the Local Government Association and Public Health England highlighting the challenges for health and care provision in rural communities and including case studies by which some local authorities (Shropshire did not feature) in England were tackling health inequalities, improving access to services and building 'community resilience'.</p>	<p>JF</p> <p>MS</p> <p>KB</p> <p>MR/SDM/JF All</p> <p>MR</p>
----------------------------------	--	--

AOB	<p>Funding for CPV – the NAPP bulletin also restated the NHS England requirement for all GP practices to have a patient participation group. MR reiterated that a financial provision in support of this was now part of the standard GP/practice contract.</p> <p>Posters – KB distributed posters he had completed re sepsis and the Farmers Support Network. JM agreed to amend as needed.</p> <p>Telephone – SDM reported that remote access was not working. There had been an enquiry from the Shifnal patient group which had been passed on to JM.</p> <p>Patient Comments – none received.</p> <p>The meeting closed at 8:00 pm.</p> <p style="text-align: center;">Next Meeting – Monday 19th June at 6.30 pm</p>	JM
------------	---	-----------