



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 – 17th July 2017 at 6.30 pm

Present: Mark Radford (MR), Joan Fisher (JF), Jo Booton (JB), Kevin Burrows (KB), Rod Stewart (RS), Simon Harris (SH), Val Simpson (VS), Dr Andrew Allsop (AA), Mark Dodds (MD)

Apologies: Katie-Rose Stone, Pat Greig, Sue Del Mar (SDM), Jenny McCrorie, Rosie Bond, Debbie Brown, Paul French

<p>Welcome</p> <p>Practice Update (including associated Agenda Items and/or Matters Arising)</p> <p>Remaining Action Notes and Matters Arising – 19th June</p>	<p>MR welcomed members to the meeting and apologies were noted.</p> <p>AA provided an update:</p> <ol style="list-style-type: none"> 1. Appointments – Availability OK at present and now more optimistic about capacity for 2018. Nursing appointments also reported as OK. 2. Automated health pod – to allow patients to take some of their own measurements (e.g. blood pressure) – is now being ordered for the waiting area. 3. Water fountain in waiting area – MD is progressing this subject to acceptable costs. 4. Monitor in waiting room – adverts provided externally with little control although the practice has already vetoed any ads for smoking, drinking, gambling & body art; AA confirmed that non-NHS healthcare providers could advertise. 5. Use of bottle (cf. breast) symbol on door of baby-feeding room – MD explained that the sign was the responsibility of Matrix (landlord), limiting practice's control; MD had sent an email of explanation to the patient who raised the issue. 6. Flu clinic – this year's clinic is scheduled for Sat 14th October. 7. People2People hub – a 'test' session at the Medical Centre had been scheduled for 18th July with the expectation of monthly sessions thereafter. Resourcing – not least to provide a reception function – had been problematic and delayed the start-up. System based on appointments only (no drop-in) and people can self-refer to the service. 8. Charging for GP services – JB reported that a practice in Essex was charging for some services; AA said that this was not legal but conceded that it might be permissible to charge for services provided to patients registered with other GPs. 9. Prescription issue dates – KB asked if there should or could be a date of issue (or even printing) on prescription forms. AA had thought this to be present already but would investigate feasibility. <p>AA & MD were thanked for the update and left the meeting at 7.00.</p> <p>Healthy Friendships – JF confirmed that 'Forget-me-not' sessions were still being held in Clebury, although were not explicitly catering to those with memory issues.</p>	<p>MD</p> <p>AA</p>
---	--	-----------------------------------

<p>Other Agenda Items</p>	<p>Waiting room – JB asked whether pictures could be put up on the walls. VS and others commented on the arrangement of the chairs which were not ideal for wheelchair users. MR agreed to query these items.</p> <p>Defibrillator (VETS) – Town Council has agreed to bear cost of power supply and replacement items, but issue of regular maintenance checks still outstanding. KB to check on source/cost for replacement pads.</p> <p>Parking/Road safety - MR said he was still awaiting feedback from the Town Council Clerk (Matt Sheehan) on traffic/pedestrian safety in the vicinity of the Medical Centre. It was said that there was a lot of local activity on this issue at present (e.g. re disabled parking in the town).</p> <p>Global healthcare comparisons – MR presented a report on comparisons of global healthcare systems (from The Commonwealth Fund) and a discussion was held about the findings.</p> <p>NAPP – There had been no new NAPP bulletins issued since the last meeting.</p> <p>Telephone – carried forward in the absence of SDM.</p> <p>Patient comments – currently unable to access Comments Box. Carried forward.</p>	<p>MR/SDM</p> <p>KB</p> <p>JF/MR</p>
<p>AOB</p>	<p>Stroke support – VS raised the issue of support when suffering a stroke, including lack of information about the short- and long-term effects, e.g. depression. She advocated the formation of a stroke support group in Cleobury. There are similar groups in Bewdley, Astley and Malvern that are supported by the Stroke Association. The latter would help with the model, launch and publicity. VS advised that there is a Stroke Association Community Development worker and a launch event, including possible blood pressure checks, could be organised. JB thought it was a good idea but questioned the amount of interest there would be. Other concerns included finding a suitable venue with sufficient disabled access for both the launch and monthly meetings.</p> <p>VS said she and husband Graham were keen for it to happen but did not have the personal capacity to do it. To gauge the amount of interest and promote the idea, JB suggested that VS and her husband first be interviewed about their experiences for the Clarion. MR to facilitate this. Another suggestion was that patients with the same condition could be asked by GPs if they would like to make contact with VS. VS agreed to ask Katja Jones about numbers of stroke patients in the practice. JF suggested that the Stroke Association Community Development worker should be invited to a future meeting.</p> <p>The meeting closed at 8:15 pm.</p> <p style="text-align: center;">Next Meeting – Monday 21st August at 6.30 pm</p>	<p>MR/VS</p> <p>VS</p>