**MUCH WENLOCK & CRESSAGE PATIENTS’ VOICE**

**Minutes of Meeting held at 6pm Tue 18th July 2017 at Cressage Surgery**

**1 Apologies:** David Price, Stuart Instan, Daphne Lewis.

**Present:** Dick Bailey (Chair), Sarah Hope, Phil Pickard, Barbara Whitehouse, Ann Wynne, Brian Nelson (Minutes).

Brian reported that he had tried to contact Stuart but with no success so Barbara said she would also try as the group agreed it would be good if he was able to continue to be involved.

**2 Minutes of the AGM and Group Meetings** held on 25th April 2017

These were approved.

**3 Matters Arising**

**Reporting of test results**

Sarah had sent an email on the matter. She said that the first text should be immediately after the appointment is made and then a second text two days prior to the appointment – Brian said that this had worked exactly for him for two appointments in the past week. Barbara noted that she had had a text with an anomaly where a test result had initially been reported as ok but then had a second one reporting as a recall. However, this was before May and Sarah said the system had been changed to only report automatically for results where there is not an issue so there should not be any false alerts now.

Dick raised the matter of staffing and requested an update on the current staff and their special interests. Sarah said she will email this to PV members.

Sarah reported that we are now a “Dementia Aligned Practice”. Dr Hay, Sister Webber and Jeremy (CCC) operate a dementia clinic as a team and this appears to be working very well. Barbara had been on a “Dementia Day” which she had found very helpful.

**4 Matters from the Practice Team**

With regard to planning for Flu programme the practice had only had about 70% attendance last year but this ought to be up to around 90%. Only “new 65s” and high risk groups were written to but not those beyond 65. This year the practice is planning to put it on the phone system plus the usual Herald and Under the Wrekin entries plus consideration of other options. The texting system doesn’t currently have the facility to give flu alerts by text but Brian thought it would be useful to pursue both this and the email option if at all possible. Patients should be able to book their flu appointments from the start of September. It is not currently possible to book online but Sarah will check if this might be possible.

The appointments system is being looked at to try to help receptionists to direct patients in the most appropriate way and staff have been given additional training in support of this.

**5 Matters Proposed by Patient Representatives**

Ann raised the matter of Future Fit and there still seemed to be little significant progress to report. On the positive side, however, there is much anecdotal evidence about very good work continuing to be carried out in the two hospitals, despite all of the dithering and indecision at management level.

**6 Patients’ Groups Reports:**

* **Shropshire Patients’ Group**

Nothing to report.

* **South East Patients’ Forum**

Nothing to report.

* **South Shropshire Clinical Commissioning Group**

Sarah had not been to the last two meetings but she reported on some Healthwatch developments and information on this is being posted on the website.

**7 Correspondence with Patients**

None received

**8 Any Other Business**

Phil asked about the local arrangements for district nursing as she had had difficulty making arrangements for follow up for a family member following discharge from hospital. Sarah outlined the present arrangements and it was agreed that these left much to be desired and were greatly inferior to what had gone before.

Barbara went to speak to the Brown Clee practice. This was a very good meeting and they are now setting up a Coco group. Barbara reported that there are now perhaps a dozen or so Coco groups operating in the county.

Dick will contact Daphne to see if there is anything that she is able to report on current developments.

9 Date and venue of next meeting

Tue 31st October 6pm at Cressage.

The meeting closed at 19.25pm.