

Claremont Bank Surgery Patient Group Meeting 18.4.18

Present; Dr Fallon, Jane Read, Becky Kelly, Marilyn Priddey, Pam Coli, Sheila Dench and Elizabeth Hector.

Apologies; Wendy Jenkinson and Davide Troiano.

Minutes of the last meeting were read through, all agreed accurate; matters arising;

Parking Eye was seen to be a continued success for the recycling of car parking spaces, and at the suggestion of a patient we have now added the message to add number plate on the telephone greeting.

Agenda Items;

1. We have recently been advised that Princess House will close to Phlebotomy Services for our patients. JR explained that due to space constraints in the Practice we are unable to accommodate a Phlebotomist in house. SaTH have offered alternative accommodation at Elizabeth House at the Royal Shrewsbury Hospital but there will not be an appointment system. Riverside and ourselves are affected by the morning sessions but all Shrewsbury Practices use the drop in service in the afternoon. We have been advised to ask our patients to address concerns to PALS - Tel 0800 783 0057 or pals@sath.nhs.uk

2. New FY2 – Dr Richard Fourie is our new FY2, he started with us at the beginning of April to do his rotation with us to get exposure of a GP Practice. SD asked about his appointments and JR explained that he has 4 x 30 minute appointments morning and afternoon and he has a GP mentor for the session that he can call upon if he feels unsure of anything. SD remarked that this was a great service as patients were getting 2 opinions.

3. Physiotherapy. Dr Fallon explained how the telephone triage service had ceased on 31.3.18 and we have had to revert back to patients being seen by a GP to be referred onto Physio. All agreed that this seemed to be a backward step.

4. SD had a question regarding the flu vaccine “when you have a flu vaccine – does this immunity carry on for many years for those specific viruses – so the following year, in theory, would revaccination for the viruses already covered

not be necessary? Could you just be topped up with a jab that contains protection for new viruses?

MJF explained that the DOH looks at what's happening in the Australasia continent for their winter to see what flu strains have mutated and the UK will cultivate a vaccination to target those strains.

It was explained that this year's flu programme has changed as under 65's at risk will receive a different vaccine to the over 65's.

AOB.

Prescription Ordering Service will be coming our way soon. This is a local initiative by Shropshire CCG where our patients can call the CCG to order their medication over the phone. It is thought that this could help to save the NHS a lot of money as patients will be asked to double check that they actually need the items that they are requesting. There will be a Pharmacist on hand for the team to check with. It is hoped this will save our own admin team the time involved in creating prescriptions.

Self Care Medications; Shropshire CCG are also advising GP's to encourage patients to buy items such as Paracetamol, Brufen over the Pharmacy Counter and not use prescriptions for these items. More information can be found <http://www.shropshireccg.nhs.uk/news/stay-well-pharmacy-campaign/>

Becky Kelly has been involved in the 'Feed the Birds' initiative run by Shropshire Wildlife – whereby a volunteer will visit a patient at home, install a bird feeding station in their garden, provide the food and the patient can enjoy all varieties of birds entering their garden. This was seen on ITV on Monday 16th April to gain votes for the Peoples Lottery – where each charity can bid for money by using votes.

We are affiliated with a Research Team (NHS National Institute for Health Research) and they have asked if they could speak to the Patient Group at the next meeting. No objections. JR to confirm with NIHR.

Other News - Emily Marston will be joining us on Monday 23rd April as our new Deputy Practice Manager.

Next Meeting 11.7.18 12.45 light refreshments, 1pm meeting starts.