

Claremont Bank Surgery Patient Group Minutes 14.9.16:

Present: Marilyn & Wendy (patient representatives), Dr Fallon, Dr Price, Jane Read,
Becky Kelly & Molly Hill

Apologies: Sheila, Tony and Elizabeth, Pam

Agenda Items:

1. Minutes of the last meeting were read through – matters arising;
Dr Fallon mentioned smart card glitches when trying to do electronic prescriptions. MH said it can be slow to load at times – JR said EMIS are aware of issue.

2. New Website

We discussed the new website which has been running for a few months now. All attending had a print screen of a page from the website. JR & MH agreed feedback from patient's had all been positive and that the website was easier to navigate. Dr Fallon suggested a 'Useful numbers' tab should be added so any important numbers can be easily accessed. Action JR.

Link; <http://www.claremontbanksurgery.co.uk/>

3. NHS Choices

All attending read through a list of surgery ratings for the Shrewsbury area supplied by NHS choices. Marilyn said she was surprised only 18.72% registered for online services, this % was still higher than other surgeries. All discussed the findings, Wendy congratulated surgery on the 5 star rating that we had received and we compared ourselves and services to other practices.

Link – <http://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=35989>

4. Physio Pilot

We discussed the new Physiotherapy Telephone Triage Service. MH said a lot of patients enquire about the service and admin staff often give the number out before patients book to see a GP. It would be interesting to see how many people use the service, Dr Fallon mentioned looking to finding a report of the numbers using. We agreed having information on the surgery message seemed beneficial.

5. Current Immunisation schedule

JR mentioned that there are a lot of immunisations being issued at the surgery at present – Shingles, men acwy and Flu. Wendy mentioned that the surgery had run out of flu vaccines last year – JR explained reasons this happened and that we have 2 Saturday clinics on this year trying to ease the load on the appointment availability in the week for GP's and Nurses. We discussed the age group for the shingles vaccine and how the vaccine works.

More information available at;

<http://www.nhs.uk/conditions/vaccinations/pages/shingles-vaccination.aspx>

<http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.aspx>

<http://www.nhs.uk/Conditions/vaccinations/Pages/men-acwy-vaccine.aspx>

6. Osteoarthritis Pilot.

This is a pilot being run by our local CCG – whereby patients will present to a GP with joint pain, the GP's will refer the patient to our practice nurse for assessment and management. This is hoping to reduce referrals to secondary care. Dr Ziko will be the GP mentor for the programme.

7. New FY2

Dr Richard Price, present at the meeting introduced himself to Marilyn and Wendy. Marilyn enquired about the junior doctors strikes, Dr Price confirmed he will not be striking this time and we discussed the accuracy of the portrayal of Junior Doctors in the news.

8. OHP/Federating Practices

JR had been to several meetings regarding GP practices working together; Dr Fallon discussed the circumstances in which this may be beneficial to a practice but said it would not necessarily benefit Claremont in it's success.

9. Overspend/rationing

All discussed the CCG budgets and the £30 million deficit and ways in which the Practice has been asked to help. – Not prescribing drugs that are not on the CCG formulary so all practices are unified in their prescribing.

10. C&CC Update

Becky Kelly C&CC for surgery discussed the carer group meetings which are held every 2 or 3 months. She mentioned that the numbers for the group are increasing however she mentioned that space can be restricted. Perhaps 2 separate meetings could be held or consider a new meeting place. BK said the bereavement group was not very well attended but many patients definitely appreciated a phone call, this happens following a letter of introduction regarding Becky's services to the recently bereaved. She also discussed her meetings for her ME/Chronic Fatigue Syndrome group which was attended by different age groups and it was very well received.

AOB

JR mentioned that we have recently asked Health Watch to come in to the Practice to discuss their role. They act on behalf of the patient to help people get the best out of their local health and social care services. With the aim of ensuring that patients and the public are at the heart of decisions about service delivery, improvement and change.

Link; <http://www.healthwatchshropshire.co.uk/>

Next Meeting Date 7.12.16.

