

Claremont Bank Surgery

Patient Group Meeting 11th July 2018

Present: Jane Read, Dr Fallon, Becky Kelly, Emily Marston, Anne Marie-Smith, Wendy Jenkinson, Elizabeth Hector, Charlotte Hulme, Sheila Dench

Apologies: Marilyn Priddey, Pam Coli

Charlotte Hulme presented on behalf of the National Institute for Health Research. Overview of their role, why GP practices are important and the types of research they are involved in. Aim of research in Primary care is to identify ways to: help patients lead healthier lives; screen for illnesses/diseases earlier and improve treatment effectiveness. Primary care providers see 90% of the total patient contact making GP practices crucial for gathering patient data. Claremont Bank has been involved in a number of different studies for example: Heliocobater Eradication Aspirin Trial and Febuxostat versus Allopurinol Streamlined Trial. **New Dementia research opportunity.**

Minutes of last meeting reviewed, matters arising:

- History of closure of Princess House discussed. Increased travel requirements and costs to patients agreed having a negative impact. Recent survey has shown an estimated 30% of Patients are unsatisfied with the Elizabeth House location. Number for PAL's & Health Watch displayed throughout the Surgery and on the website. JR reiterated it is unfortunate we do not have the room or personnel capacity to be able to offer this service from the practice. AMS/WJ suggested a shared 'mobile' service which could visit central and convenient locations around Shrewsbury.

PAL's Royal Shrewsbury: 01743 261691/0800 783 0057

PAL's Princess Royal: 01952 282888/01952 641222 ext:4382

Health Watch: 01743 237884

Action: **JR to investigate.**

Agenda Items:

- New telephone system installation has been delayed. Will not be compatible with the current tannoy system. Alternatives discussed including Jayex/Egton systems which could potentially use the TV screen in the waiting room to display the next patient to see the Doctor.

Action: **EM to investigate application of an alternative patient call in system and any restrictions around the use of the TV screen.**

- Parking concession form for Royal Shrewsbury Hospital presented. Agreed this would be beneficial for patients to have access to. Link to relevant information to be added to the website.

Action: EM to add to website and inform admin team that this information is available so that they can inform relevant patients.

Action: EM – forms also available at reception, clinicians informed and asked to tell patients they feel are appropriate to pick one up.

- New ST1 (Speciality Training) starting in August, Dr Highton. Higher level of training than previous FY2 (Foundation Year).
- EM – new Deputy Practice Manager introduction. Purpose of role to support the Practice Manager with daily tasks as well as on-going practice responsibilities and help with the implementation of projects and initiatives with the aim of improving patient care and access. Also to provide support to the Administrative team by handling queries.
- New apprentice Lauren starting today. WJ discussed rotational apprenticeships through the NHS.

Action: JR to try and find out some more information regarding these as agreed sounds like a good idea.

- Future Fit consultation period has started. The information on the options for the future of the Royal Shrewsbury and Princess Royal Telford Hospitals displayed on the website and in Surgery. Feedback questionnaires for patients are available in surgery.

Action: EM to request more questionnaires for surgery and whether there is an online link to add to information already provided on website.

- Prescription Ordering Direct service to go live in September. It has proven to effectively reduce costs and has generally been accepted positively by patients in practices already using the service. POD will remain a choice for Claremont Bank patients, those who prefer to request prescriptions from the practice will be still be able to do so.
- New social prescribing clinic to start in August run by Anne-Marie. This will work to complement the existing Help2Change clinics and current Community Care Co-ordinator, Becky. Targeting low level mental health issues, stress, loneliness and isolation along with other social problems which can be best helped by an appropriately trained clinician to direct patients to and provide the best types of support available.

- BK provided overview of the carers and bereavement groups which operate in the practice. AMS not aware these were available.

Action: **BK/JR to investigate and contact AMS.**

Date of next meeting: 10th October. 12.45pm arrival, 13.00pm start.