

## CLAREMONT BANK SURGERY PATIENT GROUP MINUTES 04.10.17

Present; Dr Fallon, Jane Read, Becky Kelly, Wendy Jenkinson, Elizabeth Hector, Pam Coli, Marilyn Priddey, Sheila Dench, Paisley Soanes - minute taker.

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

Dr Fallon said that ShropDoc had received an outstanding CQC (Care Quality Commission) report, but is now in financial difficulty and the CCG (Clinical Commissioning Group) are having to assist them.

Staff changes; Two of our Receptionists have left the Practice - Charlotte has left to go to Barcelona and Vicky is on maternity leave. To bridge the gap, Amie is here temporarily until 20.10.17 and Lucy is here until February 2018.

Premises development has been put on hold for the moment, we await further positive news.

Parking; Since the introduction of Parking Eye we have already noticed a dramatic decrease of people abusing the car park. Patients must log their number plate into a tablet in the waiting room when arriving.

Appointments, MP, mentioned that her daughter had to wait 10 days for a routine appointment. We discussed the online access and Prime Ministers Challenge Fund appointments which would have all helped in this circumstance.

Please see our website for further details regarding this;

[www.claremontbanksurgery.co.uk](http://www.claremontbanksurgery.co.uk) - appointments - or access via telephone; 0333 222 6649.

Strains of flu vaccines. SD asked if the current flu vaccination contained a strain to cover the Asian flu, Dr Fallon didn't think that this was the case but we are more at risk of the strain coming from New Zealand/Australia.

AOB: Becky mentioned the Bereavement Group and that two members have found happiness and are looking forward to a future together.

We discussed the need for new members to join the group.

Next Meeting 10.1.18.