

# CLAREMONT BANK SURGERY PATIENT GROUP MINUTES

28.10.15.

Present: Marilyn Priddey, Pam Coli, Wendy Jenkinson, (patient representatives), Becky Kelly Community and Care Co-ordinator, Dr Matthew Fallon and Jane Read

Apologies: Sheila Dench, Liz Hector and Tony Smith

Minutes of the last meeting were read through.

Matters arising:

Electronic Prescriptions - Marilyn mentioned a problem with the system not acknowledging Gaviscon - hopefully this should be resolved soon.

Agenda Items:

Bereavement Group

Becky fed back to the group regarding the new Bereavement Group which met on 30.9.15.

Becky met with Cruse and the Shropshire Hospice so that we had a firm agenda before embarking on this new project. All patients who are recently bereaved are sent a letter from the practice expressing our condolences. This letter also states that Becky will be in touch to offer any support, (with the option to dissent if they so wish). Becky then contacts the patient 6 weeks post bereavement and

discusses with them the opportunity to attend a Bereavement Group.

The first group 6 patients stated they would attend, 4 did attend, ground rules were discussed at the beginning ensuring everyone felt listened to and assured confidentiality to express their feelings and emotions. Common reactions to bereavement, common themes, own experiences, listening to each other and how to move on. Signposting to Confide and Samaritans.

Becky contacted all attendees one week later and the feedback was very positive so Becky will run this again in 6 months.

### Carer's Group

The next meeting is set for 4.11.15. Age UK will be attending to discuss Benefits, Health and Wellbeing - extend classes. The previous meetings have been well attended. There is a list on the surgery computer software for Carers and patients who are cared for, for all to access.

### Prime Ministers Challenge Fund

There is a rota being devised at the moment whereby each surgery will take it in turns to open until 8pm and one Saturday on a rotation. 9am 'til 3pm. This will be open to all Shrewsbury patients. Recruitment is underway for Doctors, Advanced Nurse Practitioners and Paramedics. Communication will be distributed as and when it is received.

## New Apprentice

We have recruited a new administration apprentice and she is due to start on 2.11.15.

## Text Reminder for Results

We discussed a service available for patients, there is a facility on the on line access whereby patients can receive a text version of their results to save them calling in. Marilyn and Wendy volunteered to trial this.

## Flu Campaign

We discussed how successful the Saturday flu clinic was and how we are working to get out patients who are eligible for a flu vaccine to come in.

Item forwarded by Tony - "Interpreters - why should the NHS pay?"

Discussed by the group. Safety for the patient and health care professional to ensure symptoms are managed appropriately and the diagnosis is correct.

Item forwarded by Liz; "Blood test with GP could spot early signs of cancer". The Telegraph.

It was agreed that this could be a useful screening tool as we currently have CA125 blood test to screen for ovarian cancer and PSA to screen for Prostate cancer.

Item forwarded by Marilyn "Proposed closure of SATH A&E Departments". The latest Future Fit Document released 22.10.15 states "It is categorically not the case that there is a plan to close an A&E Department as part of our winter planning. It is clear however that the debate must continue".

AOB - Wendy asked a question regarding an item on a prescription that had gone to a chemist without her knowing and one item being left behind. Wendy said she hadn't nominated a pharmacy. JR asked Wendy to check with Pharmacy but there was also a reason why one prescription had not gone electronically. (Reasons not divulged to maintain patient confidentiality).

Next Meeting Date 3.2.16, 12.45pm for light refreshments, 1pm for meeting to start.