CLAREMONT BANK SURGERY PATIENT GROUP MINUTES 10.1.18.

Present; Dr Fallon, Jane Read, Becky Kelly, Marilyn Priddey.

Apologies; Elizabeth Hector, Wendy Jenkinson, Sheila Dench and Davide Troiano.

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

Shropdoc -New CEO in post for Shropdoc – named Julian Barrett.

Staff Changes; Vicky not returning to Claremont Bank from maternity leave but all wished her well for the future.

Parking; Parking Eye has made a difference we now have no abuse of the car park.

Agenda Items;

Parking; “You said – we did” The majority of our verbal complaints were regarding lack of car park spaces. Having brought in the Car Park management company we have no issues with not enough spaces anymore. Hence we listened to our patient’s requests and took action to recycle more spaces.

Medical Student;

Our new medical student with us at the moment is Eve Horner. Eve sees patients in her own clinics and asks the opinion of one of the GP’s here before the patient can leave. In effect each patient gets a second opinion.

Winter Monies;

We have been fortunate to be able to bid and win a small amount of funding to boost patient access during the coming weeks. We have had enough funding for 10 extra sessions – the condition of these appointments is that have to all be booked on the same day.

Pharmacy Flu.

We have a major drive every year to vaccinate as many over 65’s and at risk patients with the flu vaccination as we can. 171 patients have chosed to have their vaccination done by the their local Pharmacist, which therefore means we have vaccines left over as we had already allocated those patients a vaccine from our stock.

New Qualification for Nurse.

We are pleased to announce that Andrea has gained her Level 5 Warwick Diploma in Asthma Care she will utilise this skill alongside Penny and Wendy who are also qualified in Asthma Care.

GP Forward View – <https://www.england.nhs.uk/gp/gpfv/redesign/gpdp>

We discussed the 10 high impact actions which we have to undertake – one of which is to reduce the DNA rate for the practice. We discussed ways of promoting this – and perhaps we could advertise that on line users can cancel aswell as make appointments this way.

Sheila asked that we mention charging for DNA’s as this is what happens in France.

The NHS is ‘free at the point of delivery’ so we can’t envisage how this could be implemented in England.

AOB.

Becky said that her Carer’s Group would be meeting straight after this meeting. The speaker would be from Hidden Hearing.

The Bereavement Group is next meeting on 25.1.18.

Next Meeting; (Change of date 18.4.18) then 11.7.18, then 10.10.18.