

CLAREMONT BANK SURGERY PATIENT GROUP MINUTES

03/02/2016

Present: Marilyn Priddey, Pam Coli, Wendy Jenkinson and Tony Smith (patient representatives), Dr Fallon and Jane Read.

Apologies: Sheila Dench and Liz Hector

Minutes of the last meeting were read through.

Matters arising:

Gaviscon is still not available on electronic prescription but software company aware of this.

Tony felt for accuracy the minutes were grammatically incorrect and last paragraph on the first page where it reads (with the option to dissent if they so wish) should read 'decline'. Action taken to amend minutes.

Prime Ministers Challenge Fund Tony questioned how the records were shared and it was explained that patient's when offered an appointment are asked at that point if they are happy to share their record.

Agenda Items:

CQC Inspection 30/11/15

We discussed the preparation for the inspection and the way we were inspected. Feedback from patients on the day was very positive and supportive of the practice. We received our rating on the 21/01/16 which were awarded with a 'GOOD' rating. Two members of the patient group (Marilyn and Wendy) spoke with the inspectors and explained that they are active patient group members and gave good feedback about the practice.

The report is available on our website, NHS choices and in the waiting room for all to read.

Prime Ministers Challenge - 2 months on

We are currently offering appointments on a Monday evening from 6-8pm to not only our patients but to other patients registered within Shrewsbury. This is designed for working patients who find it difficult to access services during the day time. The telephone number to book an appointment is 0333 222 6649.

Advanced Visiting Service

This is part of the Prime Ministers Challenge whereby practices can utilise a GP visiting service which has 4 slots, the GP will triage to assess if they are suitable for the service.

CCG 11.1 million deficit

Teams have been put in place by the CCG to turn around the deficit by making cost savings. The Accountable Officer has left and an acting Accountable Officer is in place until a new one is appointed (hopefully April 2016).

Shropdoc takeover by 111?

There has been recent press coverage regarding a possible takeover by 111, petitions have been signed to keep Shropdoc but it will all be down to a tendering process. We are hopeful that Shropdoc will continue to provide a high level of service for our patients.

AOB

Online Access - More elements of the online access will be available by 31/03/16, patients will have to opt in for this service, will have to sign the patient online access form and bring in a form of ID. Results will be an element that will be available. We will inform patients via the patient newsletter/website.

Premises - we discussed the future of Claremont Bank Surgery staying in the town centre. The NHS model for the future is for practices to share buildings and resources to survive.

Dates for future meetings:

11/05/16

07/09/16

07/12/16