



## Church Street Medical Centre

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### FRIENDS MEETING



#### Minutes of meeting 14<sup>th</sup> January 2016

Present chair Rosemary Weir, Teresa Burgoyne, Suzanne Shields, Pauline Beech, Mike Wagstaff, Richard Biscoe, Joan Morley, Dr N Atkinson attended to update group

**Apologies;** none

**Review of last minutes** all agreed correct. Proposer MW Seconded RB

1. Practice Update Dr NA attended now managing partner. All monies not claimed, recovered. Patients not aware of any staff changes. DB now Admin manager with extra responsibilities. No plans to appoint practice manager at present. Job specs were well defined. KF doing extra sessions in admin.. Emily role to work JX board. Dr PS now updates web site CQC visit,

Items discussed,

Complaints, Dr NA went through procedure,

Confidentiality re carers enquiries, SS suggested? carers have ID / pin to prove who they are

Changes to appointment system

Home visits not really affected by changes. Reviewing nursing Home visits, continue Volunteer Bureau discussions

Services available at practice reviewed Gynae clinic planned, implants/coils fitted, memory & pain clinic, soma nurse and dietitian, very minor surgery(skin tags)

'You said We did'

Disabled parking Brian has in hand will be done near future.

**Action** AGM 23/2/16 invitation to be put on JX and website, how to complain, new patient survey, to be put on JX , suggestion box labelled Dr NA to find out re pin

2. PRG Update JM gave an update of last PRG meeting and opportunities to take part in patient's consultations MSK and Cancer drug fund. Potential withdrawal of Gluten free prescriptions discussed.
3. Patient Survey 2016 Last two weeks of January. Need confirmation of start date. PRG members agreed Rota to cover first week agreed.

#### **Any Other Business:**

1. This years AGM report, any items to RW she will send out report before next meeting please ammend if not correct
2. Our DNA figures requested for December, 414 DNA's from Church Walk surgery during December! Do we need to do be raising peoples awareness about the amount of Dr hours wasted? Discuss next meeting
- 3.

**Date of next meeting** : AGM 23/2/16 2pm Officers required Chairperson and secretary Nominations and Items for AGM Agenda to Debbie please by ? TB 14/1/16

