



Church Street Medical Centre
 11b Church Street • Eastwood • Nottingham • NG16 3BS
 Tel: 01773 712065 Fax: 01773 534295
 www.churchstreetmedicalcentre.com



Practice Meeting: Minutes 10.09.14

Ref: S:\CHURCH STREET\INFORMATION CS\PATIENT PARTICIPATION GROUP
 MINUTES OF MEETINGS\2014\Minutes 10.09.14 Version: 14.01.01



Nottingham West
 Clinical Commissioning Group

Meeting Date: **Wednesday, 10 September 2014 at 10am**

Meeting Type: **Friends Meeting**

AGENDA

1	Apologies	Chair
2	Review of last minutes	Chair
3	Friends Members	NLT
4	Carers Initiative	DR
5	'Kissing it Better' initiative	NLT
6	PPG Update	JM/TB
7	2014 Flu clinic	NLT
8	Avoiding unplanned admissions initiative	NLT
9	Lifestyle Fund	JM
10	Out of Area Registrations	NLT
11	Any Other Business:	All
12	Date of next meeting : 12 th November 10am – 12pm	ALL

ATTENDEES:

Neil Lindsey-Taylor
 Rosemary Weir
 Teresa Burgoyne
 Joan Morley
 Mick Wagstaff

Diane Rowley

APOLOGIES

Debbie Brookes
 Suzanne Sheils
 Margarite Oldham
 Brian Griffin
 Richard Biscoe

SUBJECT:

NOTES:

**ACTION BY &
DATE:**

Review of last minutes	Alterations to be made (attendee list who hadn't attended).	NLT 13/9
Friends Members	NLT had had responses from most members, to date only JB had expressed a desire to step down due to work commitments.	
Carers Initiative	Diane provided an update on the growing success of the carers drop in sessions at the practice (funded to the end of the year) and the joint activities at Plumptre Hall including patients from Church Street Medical Centre, Church Walk Surgery and Hama Medical Centre. Following the practice being nominated for a national carer's award, Diane has now made the submission of evidence including the letters of support from the friends group and the CCG.	Diane Rowley to update at the next meeting

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Authorised by:	Neil Lindsey-Taylor	Date:	10 / 09 / 2014	12 / 11 / 14



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'Kissing it Better' initiative	<p>Neil updated the group on the 'Kissing it Better' initiative. Current initiatives are;</p> <p>Rearranging the waiting area so that the seating faced the noticeboards. (benefit to be greater use of the notice boards and better patient privacy at the front desk due to patients focus being away from the desk) Electrics ready will be implementing during the next month.</p> <p>Having a patient friendly mural painted on the phlebotomy room & Room 8 walls by a local art college (benefit to make this rooms which are quite small feel more accessible and less forbidding). Phlebotomy room has now been painted. Teacher from Heanor Gate Collage has started to get pupil involvement.</p> <p>Making use of the Eastwood Volunteer Bureau (http://www.eastwoodvolunteerbureau.org.uk/transport.html) (benefit reduction time lost through home visits by targeting patients suitable to travel to the practice is supported.</p> <p>Establish a patient lending library in the practice (benefit make the reception more user friendly)</p> <p>Other ideas were being sought to progress later.</p>	<p>Update at the next meeting.</p> <p>Update at the next meeting.</p> <p>GP's to establish criteria for the identification of suitable patients</p> <p>To be created after the reorganisation of the waiting area</p>	
CCG PPG Update	<p>Two PPG meetings attended</p> <p>Joan updated the group about the meetings attended. Minutes of the meetings are available at http://www.nottinghamwestccg.nhs.uk/index.php/patient-and-public-voice/patient-reference-group</p>		
2014 Flu clinic	<p>Neil asked for volunteers to support the running of the Flu clinic would take place on Saturday 4th October. Five members of the group have volunteered to assist.</p>		
Avoiding unplanned admissions initiative	<p>Neil updated the group about how the practice was setting about achieving the challenging target of 2% level of care plans by 30th September. The practice was struggling for resource but on target.</p>		
Lifestyle Event	<p>The working party representing Church Street Medical Centre on the three practice initiative updated the meeting on how organisation of the events was progressing. Currently they are looking to find fillers for the free goodie bags they aim to give away at the event. Printed</p>		

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	flyers are on order to help promote the event. Media, posters and associated websites are being used to promote the 2pm Saturday 11 th October event at Dora Phillips Hall, Wood Street, Eastwood.		
Out of Area Registrations	Neil explained how later this year practices would be able to choose if they so wished to register patients from outside their own boundaries 'without' the requirement to provide home visits. At this point the practice has no plans to offer this facility.		
Any Other Business:	JM asked if the minutes from the Friends meetings could be published on the practice website. The group asked if more information could be made available to patients via the Jayex board. Neil offered to look at current more flexible alternatives.	NLT – Immediate	NLT to report back to the next meeting
Date of next meeting :	12 th November 10am – 12pm		

COPY OF MINUTES TO BE CIRCULATED TO ATTENDEES AND ALL MEMBERS NOT AT THE MEETING

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