

**Minutes of Crewkerne Health Centre Patient Forum (PF) held on Tuesday 24th July 2012
at Crewkerne Health Centre (CHC) at 7pm**

Present: Tesa Budd, Geoff Clarke, Kerry Cousins, Jayne Nicholas (Secretary), Sue Dewson, Ann Down, Joan Farris, David Hughes (Chair), David Colwill, Louise Walker.

Apologies: Lisa James, Biddy Martin, Roger Smith, Neville Adams and Sylvia Allman

Item	Minutes and matters arising from meeting 21/06/12	Action
1.	<p>Minutes of the last meeting were agreed as correct apart from Item 4 where it should state Merriot Surgery not Pharmacy.</p> <p>Resume items in the minutes are now updated and have already been added or will be added to the website.</p> <p>Louise noted that the new pharmacy is well under way and already fitted out. Stock and staff arrive next week. The appointments screen has been re-located to the opposite side. Louise issued invitations to everyone present for the opening event on Monday 6th August at 1pm. All to respond to Louise.</p> <p>Louise also handed around a paper copy (see attached) of the suggested questions for the 2012 Patient Survey and asked for comments to be sent to her. The plan is to send it out in Oct/Dec time.</p>	<p>KC</p> <p>All</p> <p>All</p>
2.	Finance – Society Bank Account	
	<p>David H has spoken to Roger who has approached Britannia Building Society (now part of the Co-op Bank). David has spoken to them also and confirmed that everything seems in order. We will require a cheque book. David to speak to Roger. All the membership agreed that we need to open a bank account.</p>	DH
3.	Brief resumes of members skills/experience	
	<p>No further resumes to be added.</p>	
4.	Health Awareness Event	
	<p>Louise has spoken to the Local Medical Committee (LMC) who will approach pharmaceutical companies to support the event, as we are not allowed to approach them directly. They may require a stand or an opportunity to speak briefly.</p> <p>Joan is owed £50 for the deposit on Henhayes venue for the event. Louise will give her the £46.24 raised by Tesa. A few of the magnets have sold but they have not been properly displayed yet, due to the building work. Louise to ask whether the pharmacy could also sell the magnets.</p> <p>David C asked what the longer term plans were for funding the patient group. Louise said that most PPGs are self funding and some do have fund raising as an aim, but the GPs are not expecting this group to do so. The Chalke Fund (patient donations) has been used to fund the magnets.</p> <p>Kerry said we need to publicise the event and get local people involved and the raffle on the day will provide funds.</p>	<p>LW</p> <p>LW</p>

<p>The Action Plan was reviewed (copy to follow):</p>	<p>KC</p>
<p>Joan noted that all will be expected to sell raffle tickets but can only sell them on the day. .50p a ticket was agreed as the price.</p>	
<p>It will cost £175 to hire Henhayes for the day, which is a discounted price, plus approximately £25 for teas, coffee and fruit and veg for the display. Total cost of £200.</p>	
<p>David C and Geoff asked whether the practice would be prepared to fund any shortfall, although it is hope that with the support of a pharmaceutical company there won't be any.</p>	
<p>Joan shared a 'hearts' border and a mock poster which everyone will need to help display at various village and town locations when it is finalised. Louise asked for flyers to hand out in the practice.</p>	
<p>Sue asked that we include the '5 a day' message and Tesa asked to be put in touch with dietician to finalise details of her display.</p>	<p>LW</p>
<p>Local advertising will be organised in various publications, CHC website etc. David H has been in contact with the Chair of South St Surgery PPG who has circulated the information to his group.</p>	
<p>Biddy has volunteered to do teas and coffees and all agreed that we should provide lunch to those people on stands or giving talks etc. Sue and Ann offered to support Biddy.</p>	
<p>Raffle – Tesa and Jayne to organise. Already have donated wine, fruit and veg basket, Natural Life voucher, filter coffee machine. Tesa will approach North Perrott Fruit Farm and Anne reminded us to keep to healthy items!</p>	
<p>Display Boards – Someone will need to do one for the Patient Forum on the day, including advertising for vacancies etc. David H will also include this in his introduction.</p>	
<p>Will need to liaise with companies re display boards or table required. Tesa may be able to borrow some and Louise said Henhayes have some available and also have plenty of tables. Tesa asked whether the practice could provide some patient information leaflets? Louise agreed this would be possible.</p>	<p>LW</p>
<p>Information for speakers in a letter format will be required for those local businesses who are involved and Kerry was happy to do this. To include date and time etc.</p>	<p>KC</p>
<p>The blood pressure session will need a digital sphygmomanometer from the practice. Tesa asked if there was a tv/video player available for Yeovil Heartbeat to use and Louise confirmed that there was one at Henhayes.</p>	<p>LW</p>
<p>Programme</p>	
<p>St John Ambulance had agreed to forgo their charge on this occasion. Yeovil Heartbeat run sessions at the gym for people who have had a heart problems.</p>	
<p>Louise confirmed that all GPs are aware of the event and know that we are expecting GP input on the day.</p>	
<p>The dietician to run at the same time as St John Ambulance and people can chose which session to attend.</p>	
<p>Louise offered to help with printing posters etc.</p>	
<p>David C commented that it was a great programme but he did not expect people to stay all day, so might be better to have 2 separate am/pm sessions with David H doing an introduction for each.</p>	

	<p>PF members may need to help man the stalls for some of the businesses. Kerry suggested sending out official invitations to David Laws and local councillors etc.</p> <p>David H congratulated and complimented the team on an excellent piece of work!</p>	
5.	Care Quality Commission (CQC)	
	<p>Louise advised that by the end of March 2013 all general practices have to register with CQC and adhere to an number of standards which are quite challenging. Part of it will involve communication with patients. CHC has selected Nov/Dec slot to complete the registration process to confirm they are compliant and provide evidence. Have to submit an action plan for any areas that are not compliant and may be inspected. Patient Forum support and guidance may be required.</p>	
5.	Leg Ulcer Service	
	<p>Jayne declared an interest as she is now working at Hendford Lodge Medical Centre, who provide the service on behalf of South Somerset Healthcare Federation.</p> <p>South Somerset bid to provide the service to patients in the area. The Crewkerne, Ilminster and Chard Federation objected and wrote to complain due to no service being provided in Crewkerne. The PCT has responded asking for patient numbers for the service in Crewkerne to understand the demand. Louise felt that the issue was how the service was commissioned and the contract issued and did not address that patients were not consulted. Louise asked the PF to write to the PCT as patient consultation was not a part of the commissioning process when it clearly should have been. David C asked for the numbers of patients involved and Louise replied that the numbers of patients fluctuate between 2-8 patients each quarter and that there were 6 in the last quarter.</p> <p>Jayne advised that she understood that Hendford Lodge Medical Centre had now withdrawn from providing the service to the Crewkerne, Ilminster and Chard Federation.</p> <p>Louise to discuss further with federation representatives.</p>	LW
6.	Health Checks	
	<p>David H asked if the practice were signed up to deliver Health Checks. Louise replied that initially the GPs had felt they were already providing this service and therefore did not sign up. However, are now signed up and staff have been trained to deliver them. The current delay is due to the building works. Kerry noted that Somerset is quite behind the rest of the country where patients have been offered this screening.</p>	
7.	A.O.B	
	<p>David H read from an article in The Times newspaper regarding Clinical Commissioning Groups and the fact that they were not always led by clinicians. He was pleased to report that Somerset CCG had 16 members of which 8 were clinicians – including a nurse and secondary care doctor and 4 GPs. Louise noted that most of the clinical input will be at the Clinical Operations Group (COG) level where GPs are strongly represented. David C asked re background of non-clinicians and David H responded that there were 3 lay members and 2 management support members.</p>	

	<p>Geoff asked about the message on the answer phone when calling for appointments and suggested that it may need revamping. Louise will discuss with the phone company to see if it can be amended.</p> <p>Signage – Louise advised that planning has been granted for 2 signs for the pharmacy, one in wood outside the door and one green illuminated cross (down lighted) to suit the residential area. There is a new sign up for the Health centre and the automatic doors will be the last thing to go in. The dropped counter had been noted by Sue as very welcoming and Louise had noted and passed onto the builders the comments regarding the screen height.</p> <p>Date of next meeting Tuesday 4th September 2012 7pm Crewkerne Health Centre</p>	LW
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