



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



Practice Meeting: Minutes 17.06.15

Ref: S:\CHURCH STREET\INFORMATION CS\PATIENT PARTICIPATION GROUP\MINUTES OF MEETINGS\2015\Minutes 17.06.15 Version: 14.01.01



Nottingham West
 Clinical Commissioning Group



Meeting Date: **Wednesday, 17 June 2015 at 2:30pm**

Meeting Type: **Friends Meeting**

AGENDA

1.	Apologies	Chair
2.	Review of last minutes	Chair
3.	Review of Patient Survey Results	NLT
4.	Mystery shopper survey	NLT
5.	PPG Update	JM/TB
6.	8am – 8pm 7-day working	RW
7.	CQC Update	NLT
8.	Online user video	ALL
9.	EPS Update	NLT
10.	Highways	NLT
Practice Initiatives:		
11.	<ul style="list-style-type: none"> Volunteer bureau Mural painting 	TB
Any Other Business:		
12.	<ul style="list-style-type: none"> New Apprentice Phlebotomy Lifestyle event Flu Clinic 	All
13.	Date of next meeting : 12 th August 2015 at 2.30pm	

ATTENDEES:

Neil Lindsey-Taylor
Rosemary Weir
Joan Morley
Teresa Burgoyne
Pauline Beech

Suzanne Sheils
Brian Griffin
Richard Biscoe

APOLOGIES

Mick Wagstaff
Debbie Brookes

SUBJECT:

NOTES:

ACTION BY & DATE:

Review of last minutes	All agreed was a true record of the meeting	Chair
Review of Patient Survey Results	NLT circulated the survey report from the 2015 patient feedback survey and asked all members to review the data before the next so that the group could discuss in detail their interpretations of the results.	All for next meeting

Minute Taker:	Debbie Brookes	Date:	17 / 06 / 2015	Next Meeting Date:
Authorised by:	Neil Lindsey-Taylor	Date:	17 / 06 / 2015	12 / 08 / 2015



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Mystery shopper survey	NLT circulated the latest mystery shopper report from the CCG relating to the 'engage practice scheme'. NLT explained the concerns which were raised by several practices including Church Street Medical Centre that the methodology had been poor and that the criteria was grievously flawed. The meeting agreed that no learnings could be taken from the report.		All to await the next report. NLT to progress his inclusion in the EPS working party.
PRG (Patient Reference Group) Update	JM and TB summarised their learnings and activities from attending the PRG meetings. Minutes of the meetings are available at http://www.nottinghamwestccg.nhs.uk/index.php/patient-and-public-voice/patient-reference-group		All thanks JM and TB for their continued attendance and contribution to the PRG
8am – 8pm 7-day working	RW raised her concerns that the government promises of 8am – 8pm 7-day working for GP's was unachievable due to the lack of doctors. NLT explained that GP training was currently undersubscribed making it difficult for practices to replace existing coverage let alone extended hours.		
CQC Update	NLT confirmed that notification had been received from the CCG that the CQC would be auditing practices within Nottingham West CCG during August and that it was more likely that Church Street Medical Centre would be audited this time, having volunteered. It would be hoped that by the next meeting the practice would be aware of any inspection and that a request would be made for members to support the inspection date through interviews and assistance with the initial presentation.		NLT to update at next meeting
Online user video	NLT had created an online user video showing how to use the online appointment booking and repeat prescription service ordering system. A request was made for members to view the video and feedback at the next meeting. http://www.churchstreetmedicalcentre.com/prescriptions1.aspx?p=C84032		All by next meeting
EPS Update	NLT briefed the members on the principles of the Electronic Prescribing Service (EPS) which was booked to go live in the practice on the 21 st July. The benefits being that less paper was in the system and that fewer items had to be collected from the practice. (Note: the live date has now been rescheduled for 21 st January 2016).		

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Highways	NLT shared a plan of new parking arrangements for Church Street near the practice. This change was the result of BG's efforts to communicate to the highways department the difficulties disabled patients were having when accessing the practice. The members all thanked BG for his efforts.		NLT to update at the next meeting
Practice Initiatives	<ul style="list-style-type: none"> • Volunteer bureau – still awaiting CCG decision ref funding • Mural painting – awaiting school confirmation of a date. 		TB to chase NLT to chase
Any Other Business:	<ul style="list-style-type: none"> • New Apprentice – The practice has as part of its long term plans to develop staff a head of changes recruited an apprentice to support the admin team. • Phlebotomy – The practice is currently recruiting for a new phlebotomist due to retirement. • Lifestyle event – JM confirmed that due to carry over funds there would be a further Lifestyle event, and that Church Walk surgery would be leading the organisation of a future event on 14th October 2015. Support was requested from members. • 2015 Flu clinic – NLT advised that this years' main clinic would take place on Saturday 3rd October and that members support would as always be gratefully received. 		
Date of next meeting :	12 th August 2015 at 2.30pm		

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

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