

Crown House Surgery
CHAT Meeting
Wednesday 11th February 2018
2:00pm Library

Present: Cilla, Philip, Howard, Norma, June, Barbara, Andrew, Jessica, Vicki

Apologies: Bill, Heather, Shirley

Review and Ratify Minutes:

The minutes from last month's meeting were agreed as true.

Shirley's update on PIN

There was no update this month as Shirley sends her apologies.

Chat about Carbs

JC informed the CHAT meeting that Becky our Practice Nurse will be organising the CHAT about Carbs meetings. This will still be held on the first Wednesday every month.

Practice Booklet

This is still ongoing; JC has asked Dr JR once again.

Waiting Room Music:

Due to a few complaints on the Serenity Music from patients JC asked the meeting for another type of music to trial. The members decided to trial easy listening music. JC will bring back to next month's meeting any compliments or complaints.

Traffic Exit Issue

JC thanked Howard for the letter to the Highways, JC is waiting for responses from others within Retford Primary Care Centre and then the response can be posted out to the Highways.

Any Other Business:

June asked if another JX board could be purchased as some patients have difficulty hearing the Dr's calling patients. JC did advice that this is being looked into and awaiting response on if the board could be fixed or if a new one is required.

JC also mentioned that CHS may be employing a Pharmacist and will bring back to next month's meeting.

JC updated the meeting on Care Navigation and the training that our members of staff will be completing over the next month.

Howard mentioned building maintenance at CHS, JC informed the meeting that CHS will be having new carpets.

Next CHAT Meeting – 28th March 2018 at 2pm