

Crown House Surgery
CHAT Meeting
Wednesday 17th January 2018
2:00pm Library

Present: Bill Campbell-Turner Cilla Moss, Philip Moulton, Howard Oates, Norma Taylor, Heather Skidmore, Shirley Scott (late), Jessica Cliff, Vicki Brelsford

Apologies: Andrew Middleton, Tony Pakula,

Review and Ratify Minutes:

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

Chat about Carbs

JC informed the meeting that unfortunately Dr McFarlane is currently off work for the foreseeable future due to stress and her health issues. The CHAT about carbs will have to be sadly cancelled at CHS. JM informed the meeting that Dr McFarlane won the bid for monies to support the Public Health Collaboration. All the CHAT members send best wishes to Dr McFarlane and these will be passed on to her.

Action: JC to pass on best wishes from the CHAT Members.

Practice Booklet:

JC informed the practice booklet is still in hand with Dr Roberts. The CHAT members have asked JC to ask Dr Roberts to delegate and to pass the job on as they think it is not a job for a Senior Partner to complete.

Action: JC will pass on the CHAT member's comments to Dr Roberts.

Waiting Room Music:

JC informed the meeting that Serenity style music is now playing in the waiting room. This will be monitored over the next few weeks.

Shirley's update on PIN

Shirley informed the meeting that the PIN group is now formally called the PPG Chairs; Dr Drew then came in to the meeting and gave the CHAT members a brief talk on the Primary Care Home project (PHC) and how the PCH is structured.

Traffic Exit Issue

JC asked the CHAT members to compose a letter to the Highways about the traffic issue. Howard volunteered to compose a letter and will circulate the letter via e mail.

Action: Howard to compose a letter and circulate it to the CHAT members.

Prescriptions

Heather informed the meeting that the new 7 day ordering process does not work for her and has asked to go back to 14 day.

JC asked heather to speak to usual Dr's Secretary so they can inform the Dr the reasons and try to accommodate.

Any Other Business:

JC gave an update on Care Navigation, Signposting patients to the appropriate care professional. This includes our Care Navigators using a template that will help the staff signpost the patients to the different organisations. (Physio, Pharmacy etc).

Heather informed the meeting how brilliant the new ear micro –suction has helped with her hearing.

Next CHAT Meeting – 14th February 2018 at 2pm