

Crown House Surgery
CHAT Meeting
Wednesday 22nd November 2017
2:00pm Library

Present: Heather Skidmore, Cilla Moss, Phillip Moulton, June Middleton, Barbara Robson, Norma Taylor, Shirley Scott, Howard Oates, Jess Cliff (Practice Manager), Vicki Brelsford (Admin)

Apologies: Bill Campbell-Turner

Review and Ratify Minutes:

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

Shirley's update on PIN

No further update for this month, Shirley will update in the New Year when the next PIN meeting.

Chat about Carbs

Jess updated the meeting with regards to the first CHAT about Carbs evening meeting. This will be on the 1st of every month; the next meeting is Wednesday 6th December 2017 starting at 18.30.

Jess informed the meeting that the DESMOND scheme will no longer be available and will be taken over by Xpert Health that will look to promote a more similar health promotion to what Dr Mcfarlane is promoting. This will start up in January.

Practice Booklet:

Dr Roberts has informed Jess that he has his appraisal soon and will bring the booklet to the CHAT meeting once the appraisal is completed in the New Year.

Waiting Room Music:

After the suggestions around changing the music at the last meeting Jess and Vicki listened to a few Serenity pieces. Jess has asked Dr McFarlane if she could kindly bring a CD in for Crown House to try out in the waiting room, this will happen in the New Year.

Traffic Exit Issue

Jess informed the meeting that she has approached the other services here at Retford Hospital and is now going to bring this up at the next quarterly Building Meeting. Jess will bring the outcome of the meeting to the following CHAT meeting.

Any Other Business:

Phillip asked Jess for a telephone system update. Jess informed the meeting that it is still very positive. Jess explained that there will be a few changes with staffing (Care Navigation) coming into place so the telephone system will be altering slightly. Patients coming straight through to the Dr's team members instead of the 2 manned telephones. Jess will keep the Chat Members up to date once the training is complete and the changes start to take place.

Next CHAT Meeting – 17th January 2018 at 2pm