

Crown House Surgery
CHAT Meeting
Wednesday 20th June 2018
2:00pm Library

Present: Norma, Phillip, Howard, Shirley, Heather, Barbara, Jess, Vicki

Apologies: Cilla, Tony and Andrew

Ratify Minutes and Matter Arising:

The minutes were agreed as true and accurate, an agreement was made to add “Matters Arising” to the section to discuss the actions from previous meeting.

Jess informed the meeting that the chat minutes are on the website for the last 12 months meetings.

The prescription requesting dates are still in hand, Janette the Clinical Pharmacist is now employed and looking into this further.

Action: Jess to bring the outcome of timings of ordering prescription dates to the meeting.

Shirley's update on PIN

Shirley has no update on PIN but informed the meeting that there is a Hospital Services Review meeting on the 5th July in the Collinson Suite at Retford Hospital. Norma and Shirley will be attending.

Action: VB to e mail acknowledgement of Norma and Shirley's attendance to the Hospital Services Review meeting.

Practice Booklet

Jess informed the meeting that she is still chasing this regularly with Dr Roberts and will still do so.

The chat meeting asked about Dr McFarlane and send their best wishes.

Crown House Surgery Family Tree

Jess presented to the meeting the Crown House Surgery Leadership Tree. Howard asked for a copy to be e mailed out to all CHAT members to look at in a bit more detail. Jess kindly explained the personnel structure of Crown House Surgery.

Jess also informed the meeting that CHS staff is now on the equivalent pay scales to the NHS and CHS are implementing the Bradford sickness scoring system.

Jess explained about CHS Annual Practice Report, Jess will ask the partners if this can be shared with CHAT at the next meeting.

Howard asked if this could be added to the Practice Booklet.

Action: VB to attach the flow chart and distribute to CHAT.

Action: Jess to ask the partners about sharing the practice report with CHAT and if the family tree could be added into the practice booklet.

Traffic Exit Issue

As of yet no response letter has been received. This will require chasing in the very near future.

Action: If a response has not been received in the next 2 weeks, Jess will chase.

Any Other Business:

All CHAT members would like Jess to feedback to Mark and Sylvia what an excellent service they provide at the prescription desk.

Shirley would also like to thank the Dr's for a lovely warm personal welcome when the patients are called for their appointment.

Jess informed the meeting that Janette produced another display in the waiting room about cost saving on prescriptions.

Howard asked about the pathways from GP to consultant and who is responsible with referrals.

Jess explained the referral process including Consultant Connect, further explaining the consultants have overall responsibility for clinics, GP's follow local pathway and criteria to refer in.

ACTION: Jess to pass on the positive feedback to the prescription desk and the Dr's at the next meeting.

Next CHAT Meeting – 22nd August 2018 at 2pm