

	<p>who work full time. JPB said that the patient's who had attended were impressed and had benefited from this programme.</p>	
6	<p>Practice Update PW reported that we had hit the targets on the national access questionnaire and as a practice were doing fine. Many practices had not and had lost a lot of income as a result. PW told the group that the surgery had appointed two new nurses and had also been joined by two registrars, a FY2 student and a medical student. SME – the patient survey had been very well supported by our patients and she thanked them for this. CM had asked what impact the new walk-in centre had had on us and PW told the group that it hadn't affected us but was having an impact on the GP's in Worcester.</p> <p>PW had been successful with bids for Practice Based Commissioning, strength and balance classes, Promoting Independence beds and nurse education.</p> <p>SME/JPB had nothing to add to this update.</p>	
7	<p>Everybody knows somebody campaign This is a special campaign to SME and would like the surgery to take this on as our chosen charity. Mr Thrush, Consultant Breast Surgeon, would like to set up a breast cancer unit in Worcester and needs funding to be able to do this. The campaign goes live on 2.10.09. ET felt that the patients at the surgery would like to contribute in some way to this. GG suggested envelopes to be available like St Richard's. SME told the group that this campaign will be advertised in the newsletter and on the envisage system in the surgery. There would be collections at the flu clinics.</p>	
8	<p>Making a difference National Association of Patient Participation bid PW had emailed this to everyone before the meeting. PW had completed the application form and produced supporting literature to go with it. Discussion took place with regards to giving the initiative a name, one suggestion was "Promoting Care Closer to home".</p>	PW
9	<p>Swine Flu Planning SME informed the group that this is likely to peak again. PW informed the group of the plan to move staff around surgeries depending on the need. We will only target the over 65's who are at risk when the swine flu vaccination is ready according to the Government guidelines. The general opinion was we will deal with swine flu as and when it happens and we have plans in place to deal with it.</p>	
10	<p>Complaints suggestions and compliments PW had received 5 complaints. 1 verbal complaint regarding an explanation given over the telephone. The staff have been made aware of this.</p> <p>Ongoing complaint from a relative who lives quite a distance away. There are complex issues regarding duty of care and confidentiality for the patient on the list and information given to relatives and this has been discussed as a significant event.</p> <p>A written complaint had been received due to non availability of telephone consultation slot and the content of a conversation with a member of staff. PW stated we could do telephone recording but welcomed the groups feedback on this. A small discussion took place and the group decided that at present recorded telephone screening should not be introduced at the surgery.</p>	

11	<p>Upton In Bloom award/MIP PW showed everyone the certificate of merit we had received. PW had attended the presentation at Pershore Abbey with the Upton In Bloom Team. CM congratulated the practice.</p> <p>Management In Practice Award – PW has done three interviews for this and are hopeful for an award. The Ceremony is at the NEC on 6 October 2009. Dr Bunyan, Jo Dodd and Philippa are attending.</p>	
12	<p>AOB</p> <p>The National Falls Day in June had been a great success and there was a write up from GG in her Parish Magazine.</p> <p>Age Concern are in the process of starting a new strength and balance awareness called “ready steady go” and the surgery would be running them.</p> <p>JM Hanley Castle WI are ready to go when the need for flu friends arise and PW confirmed the church were also willing to support.</p> <p>An Expert Patient Programme for carers is due to take place in 2010.</p>	
13	<p>Date and Time of Next Meeting Tuesday 5 January 2010 7pm</p>	