

## **Minutes of the Arden Centre Committee meeting**

**September 12<sup>th</sup> 2017**

### **The Arden Medical Centre**

- 1. Apologies Carol**
- 2. Members present**
  - a. Becci Young, Dick Birkin; Glennis Portsmouth, Carol Linfield, Simon Johnson, Peter Turle, Ibrahim Shefik (Shef) , Dr Bailey**
- 3. Minutes of the previous meeting**
  - a. Were agreed**
- 4. Matters arising from the minutes**
  - a. Patient survey. Meeting were happy with changes as presented in a draft by Becci (Tom).**
  - b. Waste project (pharmacists ordering medication for patients). Pharmacy 2U are an internet company and their involvement in ordering medications (often for vulnerable patients) leads to wastage. There have been patient complaints about them. They use the Arden Medical Centre (AMC) address. A letter from the CCG has been sent to all practices in the area.**
  - c. CCG merger - is going ahead from April 18. NHSE have approved in principle.**
- 5. 'Flu' Saturday**
  - a. Will take place on the 30<sup>th</sup> September. Appointments are fairly full. There are displays and banners. Surgery will be open at 8.30. The vaccine has four strains. We have two hampers of prizes for the raffle; more welcome. Name badges will be provided. Solihull carers will have a stand. (Signposting, Care Navigator in practice, signposting, Elsa)**
- 6. Saturday Opening**
  - a. Saturday opening has previously been on every other Saturday. There are additional costs for this. Demand has fallen - 80%**

lower. Wednesday afternoon closing was to compensate. Staff contracts include this. Meetings and training take place Wednesday afternoon. It has been agreed to suspend Saturday opening in the short term. Opening hours are currently 8.30 - 6 Monday to Friday except Wednesday. Appointment availability is good. The appointment system of booking 48 hours in advance gives good access. The doctors felt there was currently no need to open up Wednesday afternoons for appointments. This day (Weds PM) was the only time the GP partners could meet. Access would be monitored.

**7. PPG Newsletter**

- a. Winter copy will include news on the latest VMP; 'flu' inoculations, something clinical.

**8. Treasurer's Report**

- a. No change - balance currently £327.54.

**9. A.O.B.**

- a. Pictures in waiting room have received positive comment.

**10. DONM**

- a. 12/12/17 at Dick's.

**11. Date of next year's meetings**

- a. 27/2/18
- b. 22/5/18
- c. 11/9/18
- d. 11/12/18

RJB