**Minutes of the Clitheroe Health Centre User Group Meeting**

**held at Clitheroe Health Centre**

**Wednesday 12th September 2018**

**Present:** Janet Smith (Chair), Mary Robinson, Trevor Roberts, Michael Tupper, Michelle Hornby, Maggie Fielding, Alasdair Carter, Yvonne Carter, Chris McNeal, Olwyn Claydon, Joyce Frost, Julie Oliver, Lorna Taylor (Secretary), Sharon Orr, Susan Askew, Michelle Turnbull

**Apologies:** Reg Bamber, Lesley Bamber, Ian Gorst, Michael Aspden, Heidi Marsden, Val Boardman, Maggie Inskip, John Myers, Kevin Bate, Simone Smith, Erica Blunstone, Dr Susie Owen, Bev Thompson

Janet Smith (Chair) welcomed everyone to the CHUG meeting and introductions were made. Janet wished to express her thanks to Molly (Dr Owen’s recent medical student) for the work she had done in advertising and recruiting for the CHUG. From her excellent work we have four new members.

**Future Aims of the CHUG**

Janet Smith began by asking members if they had any suggestions or ideas about what the CHUG’s aims should be and whether anyone had any specific areas they were important to focus on. Michael Tupper stated that he felt patients should be more involved in the decisions made within the Health Centre i.e. the recent decision to move the Treatment Room reception to the front of the building.

Mary Robinson suggested the CHUG could organize a health week/fair. She had recently attended an event held at the Grand called ‘Blurred Lines’ which aimed to raise awareness of mental health. This was a huge success and Mary had actually spoken to a number of organisations present who would be interested in coming and holding another ‘event’.

This was agreed as being a project that the members of the CHUG could undertake. Mary suggested such an event could take place in the United Reform Church where it could be arranged for opportunistic blood pressures to be taken and stands held by groups such as Age UK, Bowel Screening, Field Nurses etc. Mary stated she would see if there would be a potential for any financial input from LCC (wellbeing teams). Mary and Janet Smith both stated they would attempt to attend a further health fair being held in Rawtenstall this coming Tuesday.

Janet Smith, following her attendance at another practice’s PPG meeting had found leaflets for ‘Living well with dementia in the Ribble Valley’. It was suggested that we could use this leaflet and the organisation responsible for publishing it (Ribble Valley Dementia Action Alliance) to try and make the Health Centre more ‘dementia friendly’.

**Facebook**

Yvonne Carter highlighted that last time the group met, we spoke about the practice’s Facebook pages and asked how this had been developing. Lorna Taylor explained that The Castle Medical Group were slowly gaining more ‘likes’ and often post information about important health campaigns such as stroke awareness and the flu vaccine. Sue Askew from Pendleside Medical Practice stated the situation was the same with them.

Joyce Frost (new to the CHUG) stated she was unaware the practices had a Facebook page and if she did not, then others may not be aware either. It was suggested information about the page could be added to the information displayed on TV screens within the waiting room. However it was explained that unfortunately we cannot control what is displayed on these screens. Janet Smith suggested this information could be placed in the Advertiser. It was decided the practices should ensure mention of their Facebook page within their practice leaflet and through posters within the waiting room. Yvonne Carter also suggested the practices could look into having an Instagram page as well.

**Practice Updates**

Sue Askew highlighted how Pendleside have increased the way they use technology as a means to communicate with patients by sending text messages/emails instead of posting letters. Julie Oliver stated this is also something that Castle are doing due to the sheer cost of postage.

**Flu Clinics**

Lorna Taylor explained that this year there are two separate vaccinations, one for patients aged 65 and over and another for under 65’s. The delivery of the over 65 vaccine has been staggered with practices receiving 40% of their allocation in September, 20% in October and 40% in November. This has meant that appointments for patients aged 65 and over have been spread over the next few months. This is a national decision and has been seen in the newspapers.

Questions were raised about the Shingles vaccination and the eligibility criteria. Julie Oliver explained the criteria (see attached PDF) and also highlighted that due to a national shortage, the practices were also dealing with a limited stock of the Pneumonia vaccination. However, this is a vaccination that can be given throughout the year and practices would target the most suitable patients.

**Health Centre Signage**

Michael Tupper highlighted that he has been working with various people within East Lancs with regards to signage in NHS buildings and feels the signage within the Health Centre is basically non-existent and what is visible is confusing. However as there is no money for this it is difficult to improve.

The CHUG then held a lengthy discussion about the decision to move the Treatment Room Reception to the main Health Centre Reception. The main complaints from the CHUG members was that this reception provides no privacy, blocks the main entrance and is extremely crowded when patients wait for their podiatry appointments.

Sr Michelle Turnbull (Treatment Room Manager) explained there have been many discussions about capacity within the Health Centre and decisions have been made so that services can still be accessible whilst dealing with capacity issues such as staff sickness and room availability. The decision to move the Treatment Room Reception was made to ensure the Reception could be open at all time. There has been pressure to provide space for clinics for the midwives, podiatrist, and smoking cessation etc. all with fewer resources than before. Michelle expressed this was a Catch 22 situation really.

Michelle stated there had been both written complaints and compliments regarding the new change and they are looking at the situation every day. Julie Oliver highlighted that both Castle and Pendleside are unhappy with the new change and the partners of both practices want to submit a written complaint that this decision has been made without their knowledge.

Michelle emphasized that Treatment Room did not want to make the decision either, it was done out of necessity. Michael Tupper suggested campaigning for signatures to protest against the move and Julie Oliver agreed this could be something that the CHUG works on as a group. Discussion continued with members stating they felt both privacy and health and safety are huge issues and there was a suggestion to use more rooms at Clitheroe Hospital.

Following on from this discussion, Julie Oliver highlighted that as practices, they feel in the dark with regards to the future of the Health Centre and potential future improvements and that this would be an excellent area for the CHUG to be working on and campaigning for. Mary Robinson suggested that the money NHS property services received from the land at the old Clitheroe Hospital site should be put back into the community to fund improvements to the existing Health Centre.

Michael Tupper highlighted his concerns with the growth of housing within Clitheroe and the impact this will have upon services within the Health Centre. It was therefore suggested the CHUG could organise a petition to campaign for a new build. Julie Oliver explained that there is no money anywhere for a new build but rumour has it that a re-development of the existing property could be a possibility. Both Julie Oliver and Sharon Orr said they were aware potential plans had been drawn up in respect to improvements but have not been made privy to the information.

Michael Tupper suggesting inviting Nigel Evans, MP to look into the situation and a suggestion was made to invite him to the next CHUG meeting to discuss the groups concerns. It was decided that invitations should also be issues to both Ian Brown and Bridget Hilton. Sharon Orr suggested inviting Peter Higgins from the LMC and a representative from NHS England.

It was decided that the next CHUG meeting should be held in November and a date would be set depending upon the availability of Nigel Evans.

**Date & Time of Next Meeting - TBC**