**CASAG**

**The Castle Mead and Stoke Golding Action Group**

**Minutes for Tuesday 4th November 2014**

**Present**: Trevor Allcoat; Anne Fullagar; Jennifer Michie; Ray Pettitt; Pat Pirie; John Tansey; Brian Packer; Ray Dockrell; Alison Ellis; Pat Ley.

**Apologies**: Bernard Arnold; Judith Montgomery; Julia Patterson; Karen Wareham.

**Minutes of the last meeting were** accepted.

**Friends and family Test results**

Only 90 text responses were received by from patients during the pilot project, so CMMC is not continuing with the text scheme, especially as the cost has risen to £2,500. Instead a simple A5 sheet asking for the same responses will be available at the surgery for patients to complete. The survey can also be filled in online. We need to alert patients to the survey and ensure we get representative feedback. Results are sent to NHS England.

The results from the pilot showed that 91% of patients said they would be likely or very likely to recommend the practice. Only 3 patients would be unlikely to recommend us.

**Patient Experience Surveys**

Alison gave us a copy of this survey which is targeted at a sample of specific patients e.g. 10 patients out of 79 attending a warfarin clinic. The practice must do these surveys if they want to provide enhanced services such as flu vaccinations, child vaccinations, minor operations, minor injuries clinic. Patients expressed appreciation that the services such as flu vaccinations were provided by CMMC, so patients did not have to travel far. Alison said that it was possible to provide such a service because of our very good CMMC staff who made themselves available.

**Hinckley Community Healthcare Review**

Pat Pirie had attended a LPPG meeting. Four questions needed addressing. Are services in Hinckley adequate? What services do we want to retain? What new services do we want? How do we get peoples view? Ray said that they need to get a list of all the services currently commissioned. Out of hours provision was poor in Hinckley as it ended at 9 o'clock at night. There was some discussion of other areas where better support was available elsewhere or where long waiting lists existed.

**Health Promotion** Events at CMMC linked to National Awareness campaigns to be agreed in January. Jennifersaid she will follow up the Stoke Golding National Older Persons day session with more activities in the new year. A health bus will be in Hinckley soon, probably at a supermarket - the theme " New Year, New You".

**Suggestion boxes** Nothing reported for Stoke Golding or Castle Mead.

**Newsletter** We agreed toget out a newsletter in January**.** Contributions to be sent tocastlemead.medicalcentre@nhs.net

**Next meeting 6.15pm 6th January 2015 at CMMC**