

# Pilning Surgery Support Group Meeting

**Chair: Michael Matthews**

Meeting: Friday, 10 October 2008 **TIME: 12.00 noon**

**Held at :**  
The Surgery,  
Northwick Road  
Pilning  
Bristol  
BS35 4JE

## **Present**

Michael Matthews      Janice Shingfield

Michael Woodhouse

June Reynolds

Janet Green      Jane Davey

Sue Broad      Sue Rogers

## **Apologies for Absence:**

Pam Gazzard      Robert Griffin      Jill Trawin

Sally Garbett

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**The chair welcomed Sue Rogers and Janice Shingfield and thanked them for agreeing to participate.**

**Apology has been sent to Sally Garbett.**

## **Minutes**

### **1. Apologies.**

As above

### **2. Minutes of the last meeting**

Agreed as a correct account

### **3. Matters Arising**

- a) **Staff Photo Board** - This was suggested by the Chair. It has been an intention of the surgery for some time to introduce a photo id board and therefore Sue felt there would be no objection. MM suggested that Barbara Matthews may be willing to help with photos
- b) **Newsletter** – the idea of a Newsletter as a means of informing patients is seen as positive and the patient group plan to be instrumental in its conception and distribution. A rough draft has been outlined by SB but requires further detail and input from the group. Suggestions that new staff might be introduced via the newsletter were noted.
- c) **Comment Box** – The group plan to introduce a comment box which Michael Woodhouse kindly agreed to design. It was felt that comments could then be included in the Newsletter and responses published.
- d) **Introductory Letter to New Members** – It was agreed that the introductory letter to new members should state that meetings are normally held during the daytime but the Chair felt that it would be helpful if interested parties could have updates of minutes and be encouraged to participate with views even if they were unable to attend the meetings. Minutes are available on the website [www.pilningsurgery.co.uk](http://www.pilningsurgery.co.uk) for everyone to view.

#### **4. Managers Update**

##### **Extended Opening**

The practice is auditing the extended hour surgeries which are on Tuesday evenings and Thursday mornings. The early indications are that these surgeries may not be reaching the target group for whom they were intended – patients with chronic illness who work and/or commute. However the service will be fully reviewed in March 2009.

The advantages and disadvantages of providing this service was discussed. The service is unable to offer any additional services (nursing or pharmacy) and patients are asked to self check in on arrival.

##### **Dosette Monitoring Services**

In response to Pharmacy Plus sending patients letters withdrawing their dosette service the surgery have stepped in to provide a service for those patients affected. The practice hopes to continue and develop this service.

##### **Practice Survey**

The yearly practice survey has been concluded and the results should be available to the forum for discussion at the January meeting.

#### **5. Parish Plan**

JD Updated the group on the current situation regarding the Parish Plan. The group offered to support the medical element of the parish plan by incorporating a steering group approach to the collated responses. The group will offer comments, support and assist the implementation process.

Jane gave examples where funding had already been secured in the parish. The group applaud her determination and resolve and of all those who have so painstakingly extrapolated the view of the parish. Some common thoughts such as a local dentist are just one example of the sorts of ideas that have been raised via the parish plan. We also discussed support for carers and their loss of meeting venue.

#### **6. AOB**

##### **Flu Clinic**

The flu clinic went particularly well this year and the target for next year is to get more patients to prioritise the first Friday in October. A “mop up clinic” is being held on Wednesday 15<sup>th</sup> October.

##### **Research**

Mike Woodhouse mentioned a Biobank research study – this is above board and has been circulated to a wide population.

##### **Day Care Centre**

The day care centre has two places available – SB to feed back to clinicians. The centre celebrates 21 years with a party next Wednesday.

**7. Dates for Future Meetings (all at Pilning Surgery):**

Friday 16<sup>th</sup> January 2009 8<sup>th</sup> 12 noon

Friday 24<sup>th</sup> April 2009 12 noon

Friday 24<sup>th</sup> July 2009 12 noon

Friday 16<sup>th</sup> October 2009 12 noon