

# Pilning Surgery Support Group Meeting

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

**Chair:** Marilyn Harris  
**Meeting:** 14<sup>th</sup> April 2011 **TIME:** 15.00

## Present

Mike Woodhouse	Sue Broad
Jackie Sanders	June Reynolds
Martin Marsh	Barry Sheppard

## Apologies for Absence:

Sally Garbett	Tony Croft
Graham Crane	Robert Griffin
Ron Singer	Janet Green
Sue Rogers	

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## Minutes

### 1) Welcome to all

JR advised that Ann Matthews of Easter Compton has expressed an interest in joining the group. Following contact from a current group member, MH stressed that all members have a vital part to play in the group, and those unable to attend meetings make a valuable contribution in other ways.

**Action: JR will forward details to JS who will contact Ann by e-mail**

### 2) Apologies

As above.

**Action: MH will contact members unable to attend**

### 3) Matters arising

The minutes of the meeting of 4<sup>th</sup> February 2011 will be amended at item 4 a to read 'MH suggested leave Newsletter at Easter Compton Village Hall' and will be forwarded to MH for signature.

**Action: JS**

### 4) Changes to Document of Intent

The meeting agreed the following changes:

1(b) Amend to 20 members

Appendix A – Remove

Add paragraph on diversity

Amend Welcome Letter to read "meeting are every two months and are usually set for the afternoon of the first or second Thursday of the month."

**Action: JS to circulate revised Document of Intent and Welcome Letter with minutes**

### 5) Building Development Building Site

SB gave an update. The good weather means the building work is currently four weeks ahead. The pharmacy will move to the Portacabin over the Easter break, and will recommence business on Tuesday 26<sup>th</sup> April. The meeting noted that the builders

have been very courteous, and the development is going ahead with the minimum of distribution. When the building is complete there will be additional staff car parking, disabled parking, and bicycle parking. Assistance will be required when the pharmacy moves back into the main building at the end of the summer, and the group offered help if required.

**6) Photo Board**

SB expressed concern about the cost of magnetic photo boards (£300 plus). MW offered to check availability/cost at B and Q. BS suggested use of a digital picture frame with SD card. *Post meeting note, 15" Digital Frame is around £114.00 (supplier Amazon) - vote next meeting as to whether the group agree on purchase.*

**Action: MW and BS/SB to check cost/practicality**

**7) Planning for Resuscitation Evening June 9th**

JR will organise refreshments to be served at the beginning of the evening (see minutes 4.2.11 item 6), and a donation saucer will be available. Silver box will be used for Speaker donations. MH will request donations when introducing speaker, and when thanking the speaker. MH will provide Aloe Vera plants for sale for group profits, to be placed on the refreshment table. Volunteers to set up and help with refreshments will need to arrive by 6.45 p.m. SB will contact SG about poster distribution, and will check time of meeting on the JX as this was not given in the recent newsletter. Posters will be placed in Easter Compton shop, Easter Compton Village Hall, Trinity Hall notice board, Severn Beach post office, Severn Beach Village Hall and Shirley's Cafe shortly after the late May Bank Holiday. Roy Edwards will be asked to publicise the event in the Thornbury Gazette. *Post meeting note, Roy Edwards will advertise the talk nearer the date.*

**Action: SG, JR, MH, JS to distribute posters, SB to contact Roy Edwards, JS to e-mail group for help for JR with refreshments**

**8) Newsletter**

The meeting agreed that the newsletter will be issued twice a year, Spring and Autumn, instead of quarterly as previously

**Action: JS**

**9) Changes to G.P. Contracts**

SB gave an update on how this would affect the practice, and the implications for patient care. She reminded the meeting of the Minor Injuries Unit at Yate, open 8.00 a.m. to 8.00 p.m., and also the Orchard Centre at Kingswood. A and E units are currently working at capacity, and SB will circulate the leaflet 'Choose Well'. The practice will now offer NHS health checks, and reminded the meeting that all patients may ask for Adult Screening if they are in the 40 to 74 age group. A pilot exercise is currently underway for the NHS health checks. The group suggested a talk on Lifestyle Guidance may be useful for next year's presentation.

**Action: SB to forward Choose Well leaflet to JS, PSSG members to take forward speaker/venue for next year.**

**10) Bank Account – change of signature to current Chair**

The meeting confirmed that the current Chair should be an authorised signatory for the PSSG bank account.

**Action: MH to arrange with Nat West, Westbury**

**11) Quorum**

The meeting discussed whether a quorum should set. The consensus was that this is not necessary, but members' opinions will be sought.

**Action: JS to check with members by e-mail**

**12) Care Forum**

The meeting authorised a payment of £5 for the Care Forum

**Action: MH to discuss with RG, reminder letter with MH**

**13) Communications**

The meeting discussed the e-mail correspondence forwarded by JS, who is the new contact following MM's departure. She will continue to forward all correspondence except LINK.

**Action: JS to continue to forward communications**

**Date of Next Meetings**

Thursday 1<sup>st</sup> September 2011 3.00 p.m.

Thursday 3<sup>rd</sup> November 2011 3.00 p.m.

Thursday 12<sup>th</sup> January 2012 3.00 p.m.

Thursday 15<sup>th</sup> March 2012 3.00 p.m.

# Pilning Surgery Patient Support Group

## Document of Intent

Adopted April 2011

# THE SUPPORT GROUP

## **1. Membership:**

- a) The Support Group will consist of a selection of patients and Practice staff, who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the Practice to the patients.
- b) For the Group to obtain maximum support, ideally, 20 members would be sufficient for this to be effective. Those expressing an interest in joining the Group would receive a letter from the Secretary enclosing a copy of the Document of Intent together with additional notes for consideration by the Support Group.
- c) A chairperson, secretary and treasurer for the Group will be appointed by the members for a period of one year, after which time new persons can be appointed or present office holders re-elected
- d) The Group will endeavour to meet every two months, although the patient representatives may meet more often as occasion may require provided any decisions for action that might be taken at those latter meetings are communicated to the Practice staff as soon as reasonably possible after each meeting

## **2. Main Purpose:**

- a) To give Practice staff and patients the opportunity to discuss topics of mutual interest in their Practice
- b) To provide resources and services for the good of the Practice population which would not otherwise be provided by Statutory Services
- c) To provide the means for patients to make positive suggestions about the Practice and their own healthcare including feedback from patients as to the general running of the Practice e.g. appointment systems, consultation times, need for notice and information boards etc.
- d) To act as a representative group that can be called upon to influence the local provision of Health and Social Care
- e) When required to involve further patients from the wider population

- f) To draw up short-term, medium -term and long-term objectives for the Group and to review these regularly
- g) At all times to maintain Patient confidentiality and to be guided by the Practice staff as to the rules of conduct and behaviour that govern the Practice and might be extended to the Group
- h) To amend or add to this Document of intent as the Group shall decide by a majority

### **3. Additional aims**

- a) To encourage health education activities within the Practice including the promotion of general health improvement through Expert Patient Groups, first aid training, voluntary activities, walking groups and the like
- b) To develop self-help projects to meet the needs of fellow patients
- c) To establish carer groups or encourage existing carers groups to meet the needs of patients on the Practice list
- d) To endeavour to provide or arrange transport for those having difficulty accessing the Practice or with the collection of prescriptions
- e) To consider the need of raising funds to enable the Group to function efficiently
- f) To keep patients informed as fully as possible, through the use of Practice leaflets, Newsletters, information of local facilities and general health care information
- g) When deemed necessary by the Support Group to set up Patient Panel whereby members of the patient population agree to be consulted on a variety of issues.
- h) From time to time to carry out surveys to ascertain the views of the patients as to:
  - i. Health needs and expectations
  - ii. The changing needs of patients
  - iii. Patient satisfaction
  - iv. Improvements or modifications needed for the delivery of services

- i) To endeavour to set up or encourage a network of people who would be in a position to offer bereavement support, hospital visiting, shopping and support for housebound patients, home visits for the isolated and other support
  - j) With the intention of improving facilities at the Surgery to consider means of raising funds:
    - i. to provide for new furniture, decorating or such other needs as may arise from time to time
    - ii. to provide equipment not covered by the Practice budget e.g. patient wheelchairs, refreshment machine
    - iii. to cover the costs of keeping the plants or gardens of the surgery maintained
    - iv. to provide for general environmental improvements
    - v. to provide social activities for patients such as trips and holidays for the elderly, exercise classes, walking for health groups and, subject to legal requirements, babysitting circles, voluntary/honorary grand-parenting
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This Group is committed to working in a way which values and treats all people with respect and dignity and celebrates diversity. The Group through its practices will ensure that no member, service user, employee, volunteer or job applicant will receive less favourable treatment or suffer unlawful discrimination on the grounds of age, colour, impairment, marital status, lifestyle and culture, nationality, race, gender or sexuality, or on the grounds of economic or social status.

Amended and adopted at meeting of Patient Support Group on Thursday, 14<sup>th</sup> April 2011.

Signed.....

Chair



## Pilning Surgery Support Group.

**PSSG.**

Please reply to:

114 Gorse Cover Road  
Severn Beach  
Bristol BS35 4NP

Address

Date:-

[By e-mail]

Dear

Thank you for showing interest in joining the Support Group.

For your information I enclose a copy of the 'Document of Intent' agreed by the Group, setting out chief aims and objectives, together with some additional guidance notes. Hopefully these will give you a better idea of what we are seeking to achieve.

Our aim is for the Group to be informal as far as possible, in which members will be happy to help out when necessary, where they can. It would be useful to know how much commitment you are able to give i.e. our meetings are every two months, and are usually set for the afternoon of the first or second Thursday in the month. These are important as they help us move forward as a Group but if because of work commitments you would find this difficult there are other ways that you could support the Group. Minutes would be sent by email to help you keep in touch.

I look forward to meeting you at the next meeting on .....3 p.m., at Pilning surgery, subject to your availability. Normally the meetings are held every two months, but there may be additional meetings of the Patient Group as required.

Hope everything is clear and I look forward to hearing from you.

Yours sincerely,

*Jackie*

Jackie Sanders  
Secretary

enc: Document of Intent and Guidance Notes



South Gloucestershire

# Choose well.

Remember there are these walk-in services open every day:

➔ **Kingswood** (No broken bones)

**The Orchard Medical Centre**

Macdonald Walk, Kingswood  
Bristol BS15 8NJ (Near Somerfield)  
Tel. 0117 980 5100

Open 8am–8pm seven days per week including bank holidays.

➔ **Yate**

**Minor Injury Unit**

**Yate West Gate Centre**

West Walk, Yate Shopping Centre  
Yate BS37 4AX (Next door to the library)  
Open Monday–Friday 8.30am–7.30pm  
Open Saturday & Sunday 10am–2pm

➔ **Southmead**

**Minor Injury Unit**

**Southmead Hospital**

Monks Park Road, Bristol BS10 5NB  
Open 9am–9pm seven days per week including bank holidays.

## Visit a walk-in clinic

If you suffer a minor illness or minor injury such as a wound or sprain you can attend the following walk-in unit. You are likely to have a shorter wait than at A&E.

■ **Kingswood** (No broken bones)

**The Orchard Medical Centre**

Macdonald Walk, Kingswood, Bristol BS15 8NJ (Near Somerfield) Tel. 0117 980 5100  
Open 8am–8pm seven days per week including bank holidays. You don't need to be registered, you can use the services as well as your own GP surgery. Walk in or phone for an appointment.

## Visit a Minor Injury Unit

For all minor injuries such as wounds, sprains and broken bones visit these Minor Injury Units:

■ **Yate**

**Minor Injury Unit, Yate West Gate Centre**

West Walk, Yate Shopping Centre  
Yate BS37 4AX (Next door to the library)  
Open Monday–Friday 8.30am–7.30pm  
Open Saturday & Sunday 10am–2pm

■ **Southmead**

**Minor Injury Unit, Southmead Hospital**

Monks Park Road, Bristol BS10 5NB  
Open 9am–9pm seven days per week including bank holidays.

## Go to A&E

**For serious illness or injury**

You should go to your local accident and emergency (A&E) department if you need emergency care for a serious injury, or illness. Unless you need emergency medical attention, it is best not to go to your local A&E. A&E doctors and nurses are equipped to deal with serious medical cases, not routine and minor ailments. In an emergency you should dial 999 to ask for an ambulance.

An emergency text service is available if you are hard of hearing, deaf or speech impaired. Text 80999 with the information that you would give the 999 operator.

■ **A&E Frenchay Hospital**

Frenchay Park Road  
Bristol BS16 1LE

■ **A&E Bristol Royal Infirmary**

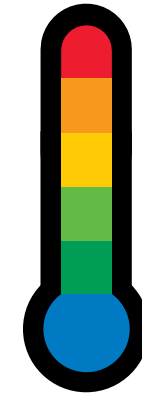
Marlborough Street  
Bristol BS2 8HW

**In case of a life threatening emergency dial 999.**

If you require this leaflet in another language, larger print, audiotape or Braille please call 0117 330 2499



South Gloucestershire



# Choose well.

■ In South Gloucestershire there are many health services to help you keep well and provide you with support and treatment if you become unwell.

■ By making the right choices at the right time you will get the best possible treatment.

■ This leaflet tells you about the options available depending on the extent of your illness or pain, and will help you choose the right one.



Use self care

Contact NHS direct

Ask your pharmacist

See a GP

Visit a walk-in clinic

Go to A&E

## Use self care

### For home treatment and first aid

We all have small accidents at home or suffer from winter ailments such as coughs and colds. Most of the time we can patch ourselves up and care for ourselves with the help of a first aid kit and a well stocked medicine cabinet containing over the counter remedies. Don't forget to keep your medicine cabinet out of the reach of children.

### Things to stock up on

Your medicine cabinet should contain pain relief, antihistamines, oral rehydration salts, anti-diarrhoea tablets, indigestion treatment and sunscreen. Always follow the directions on medicine packets and information leaflets, and never exceed the stated dose. If you have further questions about any of these medicines or you want to buy them, ask your local pharmacist. Your first aid kit should contain bandages, plasters, a thermometer, antiseptic, eyewash solution, sterile dressings, medical tape, and tweezers.



## Contact NHS direct

### For online or phone advice

NHS Direct is a 24-hour service that offers advice about what to do if you are feeling unwell.

#### ■ Ring NHS Direct

The telephone service on 0845 4647 offers confidential health advice and information 24-hours a day, 365 days a year.

#### ■ Visit the NHS Direct website

Log on to the website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Ask your pharmacist

### For local advice

From sprains to stomach upsets; your local pharmacist is qualified to give expert advice without an appointment for many conditions. Very often your local pharmacist can provide advice and save you a trip to your GP surgery.

## See a GP

### To see your own GP

If you have an illness that is not responding to self care or advice from your pharmacist, call your GP surgery. Nearly every GP surgery in South Gloucestershire is now open for longer, either in the evenings or at weekends.

### For a GP referral

GPs provide general care and treatment, including looking after people with long term conditions, arranging investigations and follow-up appointments, liaising with hospitals, providing immunisations and health checks. GPs work closely with district nurses and health visitors. Your GP can refer you to other services such as physiotherapy, podiatry, dietetics and rehabilitation.

### To see a GP out of hours

If you need urgent medical care when your surgery is closed (and it can't wait until your surgery is open), phone your surgery and you will be put through to the Out of Hours service or given the number. They will take details of your problem and make sure you receive the care you need. Depending on your condition, they may advise you to see your GP the next day, give you advice over the phone, ask you to visit one of their centres, or if appropriate, come out and visit you at home.

## Keep me handy!

Stick this page on the fridge or where you can find it easily.

### Useful contacts

#### ■ NHS Direct

0845 4647 or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

#### ■ Your local pharmacy

Telephone

#### ■ Your GP

Telephone

#### ■ GP out of hours service

Contact your GP surgery to be put through to the Out of Hours service or given the number

#### ■ Walk-in clinics – see overleaf

#### ■ A&E

Frenchay Hospital or Bristol Royal Infirmary

**In case of a life threatening emergency dial 999**