

Pilning Surgery Support Group Meeting

Chair: Michael Matthews

Meeting: 15 October 2010 **TIME: 12.00**

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

Present

Michael Matthews	Sue Rogers
June Reynolds	Ron Singer
Sue Broad	Dr Terry Paterson Marilyn Harris
Robert Griffin	Martin Marsh
Michael Woodhouse	Barry Sheppard

Apologises for Absence:

Sally Garbett Graham Crane Janet Green Jacqui Sanders
Jane Davey

Minutes

1. Welcome

New Members Martin Marsh Marilyn Harris Ron Singer and Barry Sheppard. Thank you for joining us!

2. Apologies.

As above

3. Minutes of the last meeting

Agreed and approved as correct account of the meeting held on 16th July 2010.

Matters Arising

Bank Account

It was unanimously agreed that the Treasurer Robert Griffin proceeds with the opening of an account with Nat West Bank Westbury Branch and required signatories should be Robert Griffin Treasurer Michael Matthews Chair and Jacqueline Sanders Secretary or such other persons as shall from time to time fulfil those posts within the group.

Robert was handed donation of £33.00 for St Peters hospice collected from the talk given by Dr Dacombe "Living with Cancer" and additional funds raised from tea/coffee sales. Grateful thanks to those who provided refreshments on the night.

Newsletter

The newsletter was well received. The next newsletter is being planned for December and the chair requested items for the publication.

Survey

The department of health survey does not accurately reflect the fact that the practice is able to achieve 48 hour access targets without exception – largely due to the fact that it offers an open appointment service. The group agreed that patients should be made aware when completing the survey that access is available at Pilning within 48 hours and the criteria does not take into account that it may, or may not, be with a doctor of the patients choice, nor does the criteria stipulate time or date of choice.

The criterion is met when a patient can be seen by a doctor within 48 hours. There was agreement that the group should do all that it can to advertise the fact that it is important patients take this into consideration when completing the DOH surveys otherwise they penalise the practice. It was agreed that In View and the practice newsletter/website be used to disseminate this information.

Open appointments surgeries continue to be appreciated by patients and valued.

Notice Board

Thanks expressed to Jacqui for her work in updating the notice board and defining the area for ease of reading.

Living with Cancer Talk by Dr Carol Dacombe

The talk was well received and very much appreciated. There was disappointment that the audience figures were much smaller than anticipated. The factors for this could be the subject matter, venue or the advertising of the event and this would be taken into account when arranging the next talk.

Other Patient Groups

Of the 27 surgeries in South Gloucestershire only 9 have a patient group. Yate surgery have approached this group with a view to learning from each others experiences as to how a patient group might support and carry forward the wishes of their patients. The chair said we have expressed willingness but to date there has been no feed back and it may be that in the future a smaller working group could meet with Yate for mutual working benefit.

Flu Clinic

Nearly 400 patients immunised. Thanks to everyone who attended will be published in the In View magazine. SB Hoped that everyone had a good experience and the team are committed to working on feed back to improve year on year so that it continues to be a happy and social occasion as well as getting everyone immunised early in the season. Despite reported vaccine delays Pilnings flu vaccination programme has not been affect.

4. Liberating the NHS

Dr Paterson outlined the plans for the new pharmacy and surgery development. He shared proposals and plans with the group. The development is expected to be started in December and completed by May with the pharmacy open from the end of April – even though this may have to be temporary accommodation as the time frame was very tight and the planning phase had been longer than anticipated.

Dr Paterson went on to talk about the practice position and how he believes the changes in the new white paper will impact on the surgery. He reassured the group that the practice was able to meet the challenge and embraced the opportunity to redefine care pathways so that they were not only enhanced but brought closer to the patient and within budget. He spoke of his participation in the consortia and his role in visiting practices to facilitate them in encompassing change and giving the opportunity to enhance performance of each practice so that they can go forward as cohesive consortia with very clear ideas on their role as commissioners.

He explained the change to the structure of organisations such as the Primary Care Trust and how the focus was now a bottom up approach to the management of primary care rather than top down.

Budget constraints and deficits mean these are challenging times but Dr Paterson felt that it was all possible. He felt that secondary providers would have to make changes to ensure they could provide the services that are needed by the patients.

5. Funding

The chair outlined that there are several funding streams which could be used to provide monies for practice enterprise. He looked to the group for volunteers to look at funding streams and work a business case to attain funding for projects. At the current time because of the planned development of the surgery it was difficult to say just what projects would be the most suitable. MH agreed to keep a funding database and by June 2011 the practice would be in a better position to identify projects where funding streams could be best used. The group felt that even having funding for health promotion evenings would be beneficial - having in the past relied on the generosity of the speakers, who have given of their time without charge. Suggestions for a funding project included community transport. The group discussed the current provision and the difficulties for some patients to get to the surgery.

6. Parish Plan Implementation

MW informed us that Carol Woodhouse councillor has said that the Parish Plan was now being considered by the district council. The chair asked if the group would be prepared to assist in seeing through the healthcare section of the plan and it was agreed that everyone should consider the parish plan to see how feasible this would be. Sue was asked to approach Geoff Rawlinson for further copies for members outside the parish

7. Outside Meetings

The chair urged members to take an interest in other groups particularly if they had an interest in a specific health area. The South Gloucestershire Link Group meet at Shirleys Café on December 10th from 10am to 1pm (see attached flier).
www.linksouthglos.org.uk.

The Care Forum have a meeting on Mental Health Service Redesign on 24th November 1.30-3.30 at the Dawn James Room Vassals Centre, Gill Avenue Fishponds . BS16 2QQ to book contact Katherine Gonaes 01179589345

The Chair has been actively involved and attended "Older People Working together"
Refer to

http://www.thecareforum.org/voluntary_sector/southglos_adult.php

8. Occasional Members

It was agreed that the members could personally invite a patient to the meeting (with approval from the chair) who would have a representative view of a minority group. By this we mean someone for example, who may have young children and because of

childminding arrangements/commitments may be unable to attend more than one meeting but who would be able to give an opinion on service use from a parent perspective.

9. Any other Business

Suggestion Box – One comment received in suggestion box regarding the web site repeat prescription facility. Patient suggests a read receipt from the practice when a prescription is requested. The company that run the website have offered the service but the cost, at this time is prohibitive. It would be helpful if we could find a patient with the expertise to design and run the website in the future. It wa suggested that a read receipt be requested from the users pc.

Medicine Waste – MH raised the issue of the waste of medicines and asked for the practice perspective. SB said that the practice did much to avoid waste by issuing monthly prescriptions and encouraging patients to be honest when a drug was not going to be used. We also have computer alerts if a patient is requesting a drug at an inappropriate interval. We do monitor waste coming in for destruction. We encourage correct disposal of drugs but because of safety we cannot reuse returned medicines. In the past unwanted medicines being sent to third world countries was common but not common practice now.

Extension

Practice reports planning permission granted so work to start if possible in December 2010

10. Next Meeting

January 14th 12 noon at Pilning Surgery