

Pilning Surgery Support Group Meeting

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

Chair: Marilyn Harris
Meeting: 1st September 2011 **TIME:** 15.00

Present

Mike Woodhouse	Sue Broad	Tony Croft
Albert George	Graham Crane	Ron Singer
Jackie Sanders	June Reynolds	Ann Matthews
Daphne Phillipott	Sue Rogers	
Martin Marsh	Barry Sheppard	

Apologies for Absence:

Robert Griffin Sandra Swanston

Minutes

1) Welcome to all

MH welcomed three new members to the group.

2) Apologies

As above.

3) Matters arising

It was agreed that the PSSG presentation in June on Life Saving Skills had gone well, although the take up was disappointing once PSSG and surgery members were excluded from the attendance. A discussion took place on ways of improving publicity for such events. The minutes of the meeting of 4th February 2011 are still to 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. A proposal to avoid school holiday dates when arranging future PSSG meeting dates was accepted.

Action: JS

4) Update from Sue Broad

The surgery move to the reconfigured building took place over the Bank Holiday weekends. The television in the waiting room is expected to be working shortly. There were some teething problems to which the contractors were quick to respond. There was also an issue with the telephones which was beyond the control of the practice, but which has now been resolved. The doors to the main entrance will stay open when weather permits, as they have caused problems to those with limited mobility. The resistance of the door to the consulting rooms has also caused difficulty for some, but cannot be changed as it must comply with fire regulations. Patients and visitors are advised to request help from reception when necessary. The hard floor in the waiting area has given some acoustic problems, which are under review.

SB outlined the changes to the telephone system. There is a front end message once a call is connected, and when this is finished the caller will automatically be connected with reception. No further action is required, i.e. there is no longer a need to press 1, 2, etc for reception, pharmacy etc. Callers wishing to speak to a pharmacist may phone the main surgery number pending the introduction of a dedicated pharmacy

line. Patients are requested to wait until after 10.00 for general enquiries including the results of tests.

All aspects of the new building satisfy the Disability Discrimination Act including the toilet facilities. Reception can help with a wheelchair available for those with walking difficulties.

The pharmacy move from the Portacabin is expected before Christmas, and updates will be published in 'In View'.

5) Document of Intent and Open Membership

SB explained the Government has asked that all practices work with patients. Practices should not limit the numbers in patient support groups, in order to give a true representation for all patients. It is therefore proposed that the practice seek e-mail addresses of patients willing to join a 'virtual group'. MH suggested that the current PSSG could act as a steering group, and that members should actively encourage 'virtual members'. The new 'virtual group' will require a change to the current Document of Intent and MH suggested a form of words.

Action: All members to ascertain possible 'virtual group' membership interest and give feedback to SB. JS to circulate proposed changes to current Document of Intent.

6) Vice Chair

MH recommended the group seek nominations for a Vice Chair to take over as Chair of the group when her current tenure ends. The meeting will keep this on the agenda and review in four months.

Action: All members to consider nomination(s) for Vice Chair. JS to keep this as agenda item.

7) Equipment for Baby Clinic

SB recently asked the PSSG to assist the practice by writing a letter to the PCT supporting a request for risk-free baby-changing and weighing facilities for the Baby Clinic. The practice provides the room for the Health Visitor without charge, but the previous changing and weighing facilities were no longer available. SB confirmed that the PCT are now funding the required equipment.

8) Photo Board

The meeting decided that there was not enough space at the reception desk for the new Digital Picture Frame proposed at an earlier meeting. Member's photos will be looped on to the reception area television, the notice board from the old waiting room will be updated and placed in the new entrance, and photos will also be posted on the pilning surgery website.

Action: JS to forward jpgs to SB

9) Fund Raising/Proposed PSSG event

The consensus of the meeting was that a target is needed for any fund raising activity, and SB will discuss this with the doctors. It was suggested that a change in the target audience may improve the attendance at any future PSSG event, and members will investigate possible subjects and/or speakers. This item will remain on the agenda.

Action: All members to investigate as above. JS to keep this as agenda item.

10) NHS Health Check

JS highlighted the NHS Health Check initiative, which supplements the health checks already offered by the surgery to those with underlying health conditions. The check assesses a patient's risk of developing heart disease, type 2 diabetes, kidney disease and stroke. A leaflet is available from the surgery, and more information is available on www.nhs.uk/nhshealthcheck.

11) Flu Clinic

The usual flu clinic will take place the first Friday in October, 7th. Those at risk should telephone the surgery for an appointment.

12) Newsletter

The meeting agreed the draft newsletter circulated with the agenda. The practice will run off copies for issue at reception.

Action: JS and MH to distribute as before

13) AOB – Pharmacy Hours

In answer to a question on pharmacy opening times, SB said the hours are 8.30 to 6.00 p.m. Monday to Friday, with the exception of Thursday when the pharmacy closed at 4.00 p.m.

Date of Next Meetings

Thursday 3rd November 2011, 3.00 p.m.

Thursday 12th January 2012, 3.00 p.m.

Thursday 15th March 2012, 3.00 p.m.

Thursday 3rd May 2012, 3.00 p.m.