

Pilning Surgery Support Group Meeting

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

Chair: Marilyn Harris
Meeting: 3rd November 2011 TIME: 15.00

Present

Mike Woodhouse	Sue Broad	Tony Croft
Albert George	Ron Singer	John Down
Jackie Sanders	June Reynolds	Ann Matthews
Daphne Phillpott	Robert Griffin	Barry Sheppard
Sandra Swanston	Martin Marsh	

Apologies for Absence:

Sue Rogers	Sally Garbett	Graham Crane
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Minutes

1) Apologies

As above. MH welcomed Sandra Swanston to the group, and John Down from Patchway Community Services.

2) Matters arising

The minutes of the meeting of 1st September 2011 were agreed, and all matters arising were covered by agenda items.

3) Update from Sue Broad

Dr Ormerod is away treating children in Nepal. There has been an amazing response to requests for support for her trip, including new recorders and dental items. Invitations have been issued to an event in early December to celebrate the opening of the new surgery, to thank all those who have helped to get the project off the ground. The television in the waiting room is awaiting a new aerial and is expect to be working shortly. The acoustic/privacy issues are under discussion and a staff meeting will take place shortly to discuss solutions. Elmtree Garden Contractors will plant around the surgery, using a low-maintenance layout. Following feedback about the cycle stands the securing hooks will be replaced. AG suggested contacting Sustrans for funding

Action SB *Post meeting note SB contacted Sustrans who are unaware of grants available but suggested further contacts.*

Further comments have been made on the distance from the car park to the entrance, SB reminded the meeting of wheelchair availability. The bench by the old entrance cannot be moved at present as this will affect infra red sensors. The surgery continues to monitor A and E attendance. The practice is working with consortia to stay within affordability limits. The practice has also taken a software upgrade giving new functionality for electronic communications, but more information is awaited. GP Care will attend the December event. The pharmacy move from the Portacabin is still expected before Christmas. One team member has retired, everyone else will continue to work in the pharmacy. MW offered to assist in the move if required. Following the

Flu Campaign 330 patients attended the flu clinic day at the beginning of October, 950 were vaccinated in total. In future it would be better if more patients could attend on the clinic day where possible. Thanks were given to those support group members who offered lifts. A discussion followed on 'ad hoc' requirements for lifts, JS will consult members and compile a revised list. It was also decided to publicise Four Towns Transport in the spring newsletter, and through surgery reception.

Action JS and SB

4) Community Health Services

John Down from Severnvale Locality, South Gloucestershire Community Health Services gave a brief description of the new Locality structure and how the Community Services, such as District Nursing, Community Matrons support the GP's and patients of Pilning Surgery. John would welcome any views from patients regarding their experiences of using these services. This information is used for improving and planning the future of Community Health Services within South Gloucestershire. John can be contacted at Patchway Clinic, Thirlmere Road, Patchway, Bristol . BS34 5PD. Telephone number 01179 692370 or email John.Down@sgchs.nbt.nhs.uk.

5) Document of Intent and Open Membership

SB has received ten responses to an invitation on the surgery website to join a 'virtual group', including different age groups and young mothers. She will place a further advert "In View". MH confirmed that the current PSSG is now a steering group, and members ratified the proposed changes to the Document of Intent.

Action: SB and JS

6) Vice Chair

Following a request at the last meeting from MH, AG volunteered to be Vice Chair.

7) Caring for Our Future Invitation

The group sought SB's opinion on this recently received invitation. She confirmed that she will be able to give feedback at the end of November on matters surrounding this issue, so attendance by a group representative was not required.

8) Fund Raising/Proposed PSSG Event for 2011/2012

Following much discussion on the best topic to elicit a good response, including physiotherapy, addiction control, and consultation with the health visitor (SB will invite Rosemary Taylor to the next meeting) this item will remain on the agenda for the next meeting.

Action: SB, DP and MH

9) Artwork for Surgery

The consensus of the meeting was that the new waiting room would be brightened up by artwork from local children. *Post meeting note: SB confirms that Dr Paterson will be taking this project forward.*

10) AOB - Magazine Rack/Jayex Board/Umbrella Rack/Community Notice Board

A comment was made that the magazine rack was too low for those with back problems, also the message on the Jayex board was a problem for some to read, an umbrella rack was suggested for the entrance porch, and a request made for a community notice board within the waiting area. SB will investigate.

Action: SB

Dates of Next Meetings

Thursday 12th January 2012, 3.00 p.m.

Thursday 15th March 2012, 3.00 p.m.

Thursday 3rd May 2012, 3.00 p.m.

Thursday 12th July 2012, 3.00 p.m.

Thursday 6th September 2012, 3.00 p.m.

Thursday 15th November 2012, 3.00 p.m.