

Pilning Patient Participation Group

Chair: Albert George
Meeting: 11th July 2017 Time: 11.00

Present:

Anne Mathews	Sue Rogers	June Reynolds
Mike Woodhouse	Carol Woodhouse	Anita Bush
Tim Mitchell	Tony Croft	Chris Hucker

Apologies for Absence:

Robert Griffin, Pam Griffin, Jackie Sanders, Linda Fraczyk and Mike Gibbons

Minutes

1. Apologies:

As above.

2. Matters Arising

Arrangements are in hand for the Public Presentation on Dermatology to be given by Dr Mitchell on September 12th at St Peter's School. June Reynolds and her team will provide refreshments.

Advertisement to be placed in the 'In View' magazine.

3. PPG Chairman's Forum

Albert could not attend, but hoped that when the minutes from Forum were received, any items of interest to our group will be passed on.

[Pamela Griffin joined the meeting](#)

4. Practice Update

Anita reported that a Minor Illness Nurse has started and will be available three days a week in the mornings and will be working with the triage doctor, Tuesday, Wednesday and Friday all day.

Currently Room 3 is out of order with water issues. There has been a water heater leak under the sink. Water has been leaking for years. If any members of the group have de-humidifiers we could borrow that would be a great help. (Two group members offered the loan of theirs – Anita thanked them).

Dr Roberts will be working Monday & Friday in the interim.

It was suggested that we combine the Macmillan Coffee Morning with the first Flu Vaccination clinic. This was agreed. Anita to liaise with Carol re the date.

Anita mentioned that the Pilning Post Office was closing. As the surgery needs to get some of the postage date stamped this could be a problem. (Albert has since heard – at the Severn Beach PO – that the Pilning PO will be re-opening on Thursday 20th July).

The Diabetic Nurse who was going to come to this meeting, will be coming to our October meeting to talk about the Diabetic Project as the surgery is part of it.

The surgery will be starting their Patient Awareness Campaign and notices will be appearing on the noticeboard.

5. Pharmacy

Chris from the pharmacy raised the problem of waste drugs. This is a big problem; patients have been returning drugs that they haven't used for a variety of reasons. Unfortunately, returned drugs cannot be re-dispensed. There have been instances up to twenty packs have been returned. This is a great cost to the NHS when a pack could have a value of £60. It was suggested that an article be put in the 'In View' magazine to highlight the issue.

The Pharmacy will be starting a Healthy Living Campaign. This will include things like vouchers for instance 'Weight Watchers' or help to give up smoking, Wye Gym, etc. 'In View' magazine will be used to promote this.

6. Door to Corridor

The doors to the consultation rooms have been checked and were found to be soundproofed, so no additional work needs to be carried out and sound from the consulting rooms should not carry to the waiting area. Therefore, the door to the corridor would not now be made automatic. The door would be left open and held by the magnetic holding device. Should the fire alarms be actuated, the magnetic door holder would release the door.

No further action.

7. Public Presentation

See 2 above.

8. Newsletter

First Newsletter has been issued. Next to be issued in October, anything of interest, please pass to Anita.

9. Notice Board

There was a long discussion about the notice board. Tony made the point that notices were appearing which had nothing to do with the surgery, pharmacy or PPG. In fact, even commercial items were appearing. These were taken down as soon as they were noticed and should be discouraged.

Anita asked if the board could be used for the surgery Wellness Campaign. The Group Notice board could be sited under the TV.

10. A.O.B

Noise in the waiting area.

A complaint has been received about noisy children in the waiting area. Anita is aware of the problem and has approached parents about their children. Needless to say, approaches like this are not always well received.

11. Dates of next meetings

Tuesday 10th October 2017 11.00 a.m.

Tuesday 9th January 2018 11.00 a.m.

Tuesday 8th April 2018 11.00 a.m.

Tuesday 3rd July 2018 11.00 a.m.