

Pilning Patient Participation Group Meeting

Chair: Albert George

Meeting: 9th January 2018 **TIME:** 11.00

Present

Mike Gibbons	Sue Gibbons	Robert Griffin
Celia Beales	Tony Croft	Carol Woodhouse
Ann Matthews	June Reynolds	Tim Mitchell
Jackie Sanders	Anita Bush	Mike Woodhouse
Lynn Prosser		

Apologies for Absence:

Sue Rogers, Pamela Griffin, Linda Fraczyk

Minutes

1) Apologies

As above.

2) Minutes of Last Meeting

The minutes were agreed.

3) Matters Arising

All matters arising are dealt with as Agenda items

4) Reports from Members

In answer to a question from the floor AB said the surgery car park lights are now fixed. She will get the flashing toilet light checked **Action AB** RG said a Pilning patient had a knee operation at Emersons Green delayed by two weeks because they had recently had a Flu vaccination. TM will follow this up. **Action TM**

5) Chairmen's Forum

AG reported back on the last meeting. He has circulated the minutes. The number of attendees is diminishing. The PPG Virtual Group was discussed at the Forum, one surgery has been promoting this by signing up patients in the waiting room, and this may be an option for Pilning, perhaps at flu vaccination clinic(s) or coffee morning(s). AG will discuss this with the surgery concerned, West Walk. **Action AG**. Patient Access website – there is a link to this on the Pilning Surgery website prescription pages, highlighted in the text.

6) Practice Update

Staffing – The Practice Secretary left before Christmas, and her role has been reallocated to the team. Montpelier has two secretaries who can help if necessary. A new receptionist/administrator with previous experience at The Spire starts in February 2018. A paramedic has approached the surgery with a view to moving into primary care. She will spread her time between Pilning and Montpelier, undertaking

similar tasks to the Nurse Practitioner, making community visits, etc. Dr Harrison's maternity leave will start shortly, and her absence will be covered by Montpelier doctors including Dr Bailward. Fridays will also be covered regularly from Montpelier. The Pilning morning triage system is working well from the surgery point of view. The practice is looking at additional measures to maximise GP time, e.g. a health navigation trial, and prescription signing by Nurse Practitioners.

7) Pharmacy

Two staff members have left the Pharmacy, and AG has asked for another representative to attend the PPG Meetings. The Pharmacy funding has been affected by government funding.

8) PPG Public Presentation

A number of suggestions were made for the next presentation including Prostate Cancer, Blood Pressure, Respiratory Problems, Children's Health Problems, and Eye Problems. Prostate Cancer was the subject of a presentation some five years ago, and could be revisited. AG and AB will liaise on a possible spring date with GP(s)/nurses, with Pilning School as the proposed venue. **Action AG and AB**

9) AOB

In response to a query re eye problems TM suggested an Ophthalmologist or a GP referral to the Eye Hospital in Bristol. They have an emergency department for urgent cases. Lin Fernandez, optometrist gave a talk to Montpelier surgery, and may be willing to do the same for Pilning.

JR asked about renewal hearing aid batteries. It appears Southmead and GP Care use different batteries, and it is best to contact the patient's original supplier.

RG queried the renewal of the Practice procedure emergencies which he believed to be up for renewal. TM and AB will follow this up. **Action TM and AB**

Patients requiring large print labelling from the Pharmacy should ensure they ask for this each time they order meds.

Dates of Next Meetings

Tuesday 10th April 2018 11.00 a.m.
Tuesday 10th July 2018 11.00 a.m.
Tuesday 9th October 2018 11.00 a.m.
Tuesday 8th January 2019 11.00 a.m.