

## Pilning Patient Participation Group

**Chair: Albert George**

**Date of Meeting:** 11th October 2016

**Present:** June Reynolds, Ann Matthews, Jackie Sanders, Celia Beale, Anita Bush, Hilary Witherbed, Sue Gibbons, Mike Gibbons, Mike Woodhouse, Robert Griffin, Dr Tim Mitchell, Neil Higginson, Dee Parkin

### MINUTES

1) **Apologies:** Linda Fraczyk, Carol Woodhouse, Pamela Griffin, Sue Rogers, Tony Croft, Julia Edwards

2) **Matters Arising**

Family & Friends Questionnaire - AB reported that Dr Wint has drafted a letter for publication in In View; the letter reports on feedback on the Tel-Triage system, gained from the questionnaire **Action AB**

AB has learned that a letter from a patient praising the triage system at Pilning, and sent to In View, was not printed, although a letter containing negative comment was. AG to approach the Editor of In View regarding this. **Action AG**

Appointment waiting time: SG said that there was still a long waiting time to see a specific GP. Dr Mitchell said that triage is not just for urgent cases and that a GP can override an appointment given for weeks in the future if the patient phones triage and asks to speak to the GP.

Automatic door, fundraising: AG has contacted HELMS and Seabank Power Station and is waiting to hear if they can offer a donation. He said that the local Council are unlikely to offer anything from their Disability Fund.

NH said that there would be some money available from surgery funds: sums to be agreed. **Action NH**

AG suggested a Cream Tea at the surgery to raise funds; MW suggested a Bedding Plant Sale. AG said why not combine the two, early in June 2017? AG to suggest this the Gardening Club. **Action AG**

JR said that the Annual Flower Show donate some of the profits to charity and asked if they may offer a donation for the replacement door. AG to put to the Committee in February. **Action AG**

### 3) Chairman's Forum

AG said there was nothing to report from the October meeting

SG reported that she had waited 9 months from GP referral for a hospital appointment. She received an appointment at very short notice after the hospital letter was sent and was on holiday at the time. Her non-attendance for the appointment prompted a letter from the hospital to her GP, about which she was very unhappy.

Dr Mitchell said that this happens regularly, citing bureaucracy by the hospital administration, and saying that it's an issue that the wider health community are trying to address.

AG to take this issue up at the next Chairman's Forum. **Action AG**

### 4) Practice Update

AB reported that the new nurse is settling in well and that she is qualified to do dressings, bloods, ECGs, contraceptive implants etc.

There have been three good sessions of flu-clinics.

The surgery is applying for a grant to get the sewage treatment system repaired.

Lighting in the car park: one defective light has been replaced and trees have been cut back in the car park to improve lighting.

Did Not Attend: there is a definite need to cut the number of DNAs. Since 9th May there have been 200 DNAs for longer-term appointments and 114 DNAs for nurse appointments. Triage appointments are well attended. It was suggested that receptionists ask patients to "please let us know if you are unable to attend the appointment" **Action AB**

Montpelier Health send automatic texts to remind patients of appointments. This system could be set up at Pilning but takes time and maintenance. NH and AB to investigate. **Action NH/AB**

### 5) MacMillan Coffee Morning

This was held on 30th September on a flu-clinic day. Many of the group helped during the day (8.30am - 4pm), particular thanks go to Carol & Mike Woodhouse who stayed all day serving refreshments and who administered the event. It was a very sociable day, enjoyed by many and raised the wonderful sum of £401 for MacMillan. HW to send a short report on the event for publication in In View. **Action HW**

MW asked if next year's flu-clinic could be coordinated with the Coffee Morning and asked AB if she would let CW know the date in order to get publicity organised in good time. **Action AB**

## 6) Community Talk

Just under 30 people attended the talk on Asthma & Respiratory Disease, held at St Peter's School, Pilning. AB said that our GPs had reported some feedback from patients following the talk.

Dr Mitchell has agreed to give a community talk on Dermatology & Skin Cancer. He suggested we could offer more than one talk per year. HW to book St Peter's School sometime in late April 2017 for the Dermatology talk. **Action HW**

PPG have virtually no funds left. Dr Mitchell said that the surgery would cover the cost of hall-hire, insurance etc. for future community events.

## 7) AOB

Dr Mitchell told the group that the Rotary Club are involved in the campaign to eradicate Polio from the world - apparently just one country to go. The colour purple is a symbol of the campaign and the Rotary Club sell thousands of purple crocus bulbs for planting in support of the campaign. Bulbs are offered for sale to patients requesting travel vaccinations. AG said that he would inform the Gardening Club that these are for sale. **Action AG**

Dee Parkin from Curo Community Connectors spoke about this initiative: Community Connectors is part of Better Care South Gloucestershire, a programme to improve and enhance health and care services in this area. Volunteers work in the community to help people get more involved in local events and activities.

They can provide help for you and your community to set up groups and activities that benefit local people, especially the isolated and lonely. Volunteering your time with Community Connectors can give something back to the community.

AG commented that since the introduction of triage, some patients miss the "social feel" of sitting together at Open Surgery. A weekly coffee-morning in the surgery community room was suggested. Dee Parkin said that Curo could provide funds for tea/coffee etc, as well as the possibility of providing a volunteer co-ordinator from Curo to help with

the session.

Virtual Patient Group: this has not been set up yet - NH to pursue.

**Action NH**

**Dates of Next Meetings**

Tuesday 10th January 2017 Time 11.00

Tuesday 11th April 2017. Time 11.00

Tuesday 11th July 2017. Time 11.00

Tuesday 10th October 2017. Time 11.00