

Pilning Surgery Support Group Meeting

Chair: Albert George

Meeting: 25th April 2017 **TIME:** 11.00

Present

Mike Gibbons	Robert Griffin	Sue Rogers
Ann Matthews	June Reynolds	Tim Mitchell
Jackie Sanders	Anita Bush	Mike Woodhouse
Pamela Griffin	Chris Hucker	

Apologies for Absence:

Celia Beale, Tony Croft, Sue Gibbons, Carol Woodhouse

Minutes

1) Apologies

As above.

2) Matters Arising

All matters arising are dealt with as Agenda items

3) Chairmen's Forum

AG reported back on the last meeting; the main topic of discussion was the proposed abolition of NHS funded gluten-free products. AG asked the group for discussion topics for the next meeting in two months' time. **Action all members**

4) Automatic Door

MW said CW had made enquiries of Helm Construction about the door from the waiting room to the right of Reception. Gary Sheppard from Helm had confirmed that the door could be left open as it would close automatically in the event of a fire. There may be issues with soundproofing of the rooms off the corridor behind the door, and he is willing to meet with Surgery staff to discuss this issue. No further action to raise funds for the door will be taken by the group until the outcome of this meeting is known. **Action AB**

5) Practice Update

- Staffing – Receptionist Simone has left, and a new receptionist, Karen, starts 8th May full time. She has experience in a Chepstow practice. Dr Elaine Graham is leaving the practice to work full time in Sea Mills. It is planned to replace her as soon as possible, and additional medical staff will be assigned to Minor Illness Clinics in Pilning surgery. Two members of the Montpelier Health Management Team have also resigned.
- Electronic Prescription Service. Repeat prescriptions can no longer be ordered on the Pilning Surgery website. Details of new Patient Access log-ins can be obtained from Pilning Receptionists. There has been a good take-up of the new system. Acute i.e. 'one-off' medication cannot be re-ordered by this method and should be discussed with the Receptionist.

- AB asked for feedback on patients' expectations on Doctors call-backs for late afternoon calls. Some routine matters will not necessarily receive a same day call back. AB will continue to investigate this. **Action AB**

6) Future PSSG Community Event

Dr Mitchell will lead a session on Dermatology to be held in Pilning School Hall in September 2017. AG will check availability of the hall for that month, preferably on a Tuesday/Wednesday/Thursday. The practice will cover hiring and refreshment costs. **Action AG**

7) AOB

The Group welcomed Chris Hucker from Pilning Pharmacy. The Pharmacy has encountered some issues with the new repeat ordering procedures which have been referred to the Practice. CH is working with AB to reduce wastage of prescribed meds, and information leaflets will be provided when issuing medication from the Pharmacy. TM reminded the group that 72 hours notice is required when ordering meds from the Surgery to be picked up at Pilning Pharmacy.

RG told the group that the Director of Health for South Gloucester would like to arrange a lecture on Obesity and Diabetes for the Almondsbury and Pilning Surgeries. AB will take contact details from RG to find out more about this initiative, and AG said he was content for a brief talk on this to take place at the support group meeting in July. **Action AB, RG and AG.**

RG said Cosham Hospital is being revamped as an older persons A and E. Age may lead to multiple conditions including malnutrition, hypothermia and loneliness and Cosham will have a specialist rehabilitation ward.

Dates of Next Meetings

Tuesday 11th July 2017 11.00 a.m.

Tuesday 10th October 2017 11.00 a.m.

Tuesday 9th January 2018 11.00 a.m.

Tuesday 8th April 2018 11.00 a.m.