

Pilning Surgery Support Group Meeting

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

Chair: Albert George

Meeting: 31st January 2013 **TIME:** 15.00

Present

| | |
|--------------------|----------------|
| Sue Broad | Neil Higginson |
| Ron Singer | Ann Matthews |
| June Reynolds | Jackie Sanders |
| Barry Sheppard | Tony Croft |
| Sue Rogers | Martin Marsh |
| Mike Woodhouse | Robert Griffin |
| Dr Paterson (part) | |

Apologies for Absence: None

Minutes

1) Apologies

As above

2) Retirements

Both Dr Terry Paterson and Practice Manager Sue Broad are retiring at the end of March, and it was agreed that the PSSG would arrange a farewell 'Tea and Cake' between 2 and 4 p.m. on Tuesday 26th March. JR, AM and SR will organise refreshments. TP will prepare an announcement for 'In View', and SB will also prepare a reassurance for patients that there will be no requirement for them to travel out of the area to see their GP following Dr Paterson's retirement. **Action TP and SB**

3) Matters arising

Item 2 – John McDowell is still to prepare the paragraph for "In View", JS to talk to Helen in the Pharmacy about this. **Action JS**

Item 2 – It was agreed to move the Surgery Notice board to the wall by the door to the Consulting Rooms, under the air conditioning unit. The PSSG notice board requires updating, particularly the photographs. This is still on hold pending redecoration of the area.

Item 4 – Additional driver is on hold for the delivery service due to lack of demand. JS will check with Helen re possible publicity for the service in the Spring PSSG newsletter. **Action JS**

4) Practice Manager's Update

a) **Changes at the Surgery** Following the news that Pilning surgery will be collaborating with a Bristol based practice, SB introduced Neil Higginson Business/Practice Manager from Montpelier Health Centre. He reassured the meeting that from the Pilning patients' perspective there would be no change to

current operating practices. An advertisement for a GP to replace TP on his retirement is currently circulating in the Bristol area, and if the post is not filled by the end of March he will ensure that normal service will continue for Pilning Surgery patients. There will be no change to the existing open surgery arrangements. SB retires at the same time as TP and her duties will be covered by existing staff and the Montpelier operations manager, Ann Brewin.

- b) **PSSG:** Montpelier has its own PSSG, and joint meeting(s) will be scheduled to exchange views.
- c) **GP Carers Link:** A representative from this organisation, Mary Bennett, will meet with SB in February, and she will advise the group of any outcomes. **Action SB**
- d) **Computer Changes:** The surgery change to the EMISWEB computer system is complete. The new system is much more intuitive, has diagnostic tools for research and audits, and uses cloud computing, meaning the old servers in the main office will be removed.
- e) **Frendoc Replacement:** Frendoc is to be replaced by Brisdoc in May, and a new triage system will be introduced for the out of hours service. SB will give details to JS for the Spring PSSG Newsletter. **Action SB and JS**
- f) **111 Service:** 111 is to be introduced and SB again will give details to JS for the Spring PSSG Newsletter. **Action SB and JS**

5) **Feedback on Living with Dementia Talk 27th September 2012**

A proposal to use a microphone for the next talk was accepted. MS will look into this, if unsuccessful AG will check with friends. **Action MW and AG**

6) **Next Talk**

Healthy Living was accepted as a topic of general interest. Dieticians known to the surgery were discussed, and the availability of free health checks. NH advised Bristol City Football Club are working with Montpelier surgery on Community Coaching, and it was thought this would engender more interest from the younger element locally. NH will find out more. **Action NH.**

7) **Amendment to Document of Intent**

Changes to the document of intent regarding frequency of meetings and agenda item on the Virtual Group were accepted. **Action JS**

8) **Proposed Speakers for PSSG Meetings – Sarah Booker and Mary Bennett**

In view of the imminent changes in the practice it was decided to delay Sarah Booker's visit until the July Meeting. SB will give a report of her meeting with Mary Bennett of Carers Link. **Action AG and SB**

9) **Fund Raising**

A proposal to start a 100 club for fund raising will be investigated, and remain on the agenda.

10) AOB

NH asked about patient transport in the area. This is a voluntary arrangement in the Pilning surgery area, supplemented by Four Towns Transport.

Following the departure of SB and NH, the meeting discussed arrangements for TP and SB's retirements. AG will notify the Gardening Club, Local History Group, and Neighbourhood Watch, MW will notify WASPS and the Parish Council, JR will notify the Day Centre and Abbeyfield, JS the Scouts and Over 50s. JS will also contact Brenda at the surgery, and DP who was not at the meeting. **Action AG, MW, JR, JS.**

Dates of Next Meetings

Thursday 11th April 2013, 3.00 p.m.

Thursday 11th July 2013, 3.00 p.m.

Thursday 10th October 2013, 3.00 p.m.