

Pilning Surgery Support Group Meeting

Chair: Albert George
Meeting: 9th January 2014 **TIME:** 14.00

Present

Pamela Griffin	Linda Fraczyk
Ann Brewin-Grogan	Mike Gibbons
Sue Rogers	Ann Matthews
June Reynolds	Jackie Sanders
Daphne Philpott	Robert Griffin
Sue Gibbons	Tony Croft
Anita Bush	Ron Singer
Helen Turner (part)	

Apologies for Absence: Rosemary Taylor, Mike Woodhouse, Barry Sheppard

Minutes

1) Apologies

As above.

2) Matters Arising

- Item 2, Hospital Discharge. This was discussed at the Clinical Commissioning Group on 6th January, minutes of this meeting to follow. **Action AB**
- Item 2, Shingles Jabs. These are now available for 70 and 79 year olds
- Newsletter. The PSSG Autumn newsletter was postponed due to lack of content, and will now be published in Spring 2014. **Action JS**
- Damaged chairs. All the chairs in the waiting room have now been repaired; those in the community room will be repaired shortly.
- Item 4, Pharmacy. The pharmacist attended the meeting, see below
- Montpelier opening. Albert George attended on behalf of PSSG. The joint Pilning/Montpelier meeting will be arranged when Montpelier group membership is resolved.

3) Pilning Pharmacy

Helen Turner, pharmacist, joined the meeting to talk about the work of the Pilning Pharmacy and to answer questions from the group. Regular repeat medication was discussed, and HT explained that this can only take place when the same meds are needed every 28 days. Thus any variation in dose and/or application may cause supply to go awry. If this happens, she recommends discussing any under/over stock with the pharmacist, and a resolution can be found. It is helpful to the team if the patient writes down exactly what is held at home. In some cases dosette boxes may help patients remember to take meds on the right day and at the right time. Any unused meds must be returned to the Pharmacy, and they cannot be re-used legally.

The audit trail must show that meds have been stored correctly. If necessary medication can be removed from the repeat prescription before it leaves the surgery.

Following a question about the updating of medical records, HT explained that the pharmacy is now completely independent of Pilning Surgery, and therefore any list of medication must be done by the patient's GP. Similarly any review dates on meds must be actioned by the Surgery.

In cases of hospital discharge, the North Bristol Trust will notify the Surgery by fax that repeats will be needed. However, to ensure that the Pharmacy is aware, it may be worth while patients showing the pharmacy the discharge sheet issued by the hospital with details of prescribed medication.

Electronic transfer of prescriptions was then discussed. On completion of a form (available at the pharmacy) a patient is registered on a central spine in order that eventually paper prescriptions will not be required. The project is in its infancy, and is live in some parts of the country.

HT explained the 'sell by' date for over the counter meds. Once the seal is broken, e.g. on eye drops, the life of the product is reduced, and a use by date will usually be printed. In cases of doubt with all other meds it is best to discuss with the pharmacist. Similarly if a patient has a query on taking medication abroad, ask advice from the pharmacist.

The underlying message throughout HT's Q and A session was that your Pharmacist is available and willing to help.

4) Practice Update

Staff uniforms are now worn by team members across the three practices, Pilning and the two Montpelier surgeries. Work continues on the re-branding, and the meeting was shown the proposed new signage, which will bear the website address www.montpelierhealth.co.uk. Dr Ormerod has proposed yoga sessions to be held in the Pilning Surgery community room on a Tuesday for a nominal fee. Details to follow. **Action AB**

5) AOB

- JR asked about arrangements to replace the service provided by the Care for the Elderly driver (now retired) to transport Day Centre attendees to the surgery for doctor/nurse appointments on a Wednesday morning. JR will give the surgery details of the Care for the Elderly patients. JS will update the Ad-hoc transport list for getting people home from the surgery if they have no transport. *Post meeting note, JS has circulated the ad hoc list for amendment, and is compiling a separate list of PSSG members willing to undertake Wednesday morning duties.* **Action JS, JR**
- Following her difficulties with the Choose and Book procedure which DP explained at the last meeting, she said the matter had been resolved, and she is content with the service she subsequently received.
- Dr Mitchell has expressed a wish to come to the next meeting. **Action JS**
- AG suggested that the next evening talk arranged by PSSG could take the form of general Q and A session with practice members, along the lines of 'Gardeners' Question Time'. RG also suggested the possibility of a presentation regarding the new facilities at Southmead Hospital. These will stay on the agenda, with discussions to take place outside the meetings. **Action RG, AG, JS**

6) Speaker – Contenance Appliances

LF arranged a speaker for the meeting, Sonya Sibun, Urology Specialist Nurse dealing with continence appliances. She holds a clinic on self-catheterisation and also works in the community on continence issues, acting on referrals from GPs, consultants and nurses. Patients with continence issues should discuss this with their GP at the local surgery, and will be referred for an assessment, usually at the Downend Clinic. Sonya will then carry out a home visit to ascertain the best appliance for the individual, as well as recommending appropriate exercises. Any appliances required are available on prescription. She demonstrated a selection of the various aids available.

Dates of Next Meetings

Thursday 3rd April 2014, 2.00 p.m. Brought forward by one week to avoid school hols

Thursday 10th July 2014, 2.00 p.m.

Thursday 9th October 2014, 2.00 p.m.

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