

Pilning Surgery Support Group Meeting

Chair: Albert George

Meeting: 16th October 2014 **TIME:** 11.00

Present

Pamela Griffin	Daphne Philpot	Tony Croft
Mike Gibbons	Robert Griffin	Daphne Philpot
Ann Matthews	Ron Singer	Sue Gibbons
Jackie Sanders	Anita Bush	Mike Woodhouse
Barry Sheppard	Hilary Witherbed	Carol Woodhouse

Apologies for Absence: June Reynolds, Sue Rogers,
Linda Fraczyk, Rosemary Taylor

Minutes

1) Apologies

As above.

2) Matters Arising

- Pharmacy Labels. AG will mention the fading problem again to Pilning Pharmacy. HW pointed out that the dosage is given on the slips which accompany medication. *Post meeting note – AG has discussed with Pharmacy, no further action can be taken.*
- Blood Pressure monitor. The provision of a BP monitor in the waiting room is still under discussion. AB will report back. **Action AB**
- Audiology. Southmead recommend the use of first class postage for replacement batteries if necessary. GP Care, provider of audiology services at Pilning surgery, will only repair/retune equipment which they have issued.

3) Practice Update

Repeat Prescribing Service. Changes are being made to the way patients order and collect the green repeat prescription slip. From Monday 3rd November patients may order repeat prescriptions in any of the following ways

- Through a local pharmacy of choice, by speaking to a member of their team.
- In person at Pilning Surgery, by handing in the right hand side of prescription slip or filling in a repeat prescription form at reception
- By fax with the surgery 01454 632802
- By post using the right hand side of prescription slips, enclosing a SAE.
- On line.

More details are available from Pilning Surgery Reception. BS reminded the meeting that timing for all requests is in working hours, i.e. Monday-Friday and excluding Bank Holidays. AG asked members to cascade this information to all patients. **Action All PSSG members** The provision of a post box at the surgery gate for out of hours requests was discussed by the group, and AB will take this back to the partners.

Consulting Pharmacist – his attendance at the open surgery service on Friday mornings will no longer be possible, but appointments with the consulting pharmacist may be booked on Tuesdays 10 a.m. to 4 p.m. Three Montpelier partners will attend Pilning Surgery on a rota basis to help with Friday morning open surgery.

New receptionist – the practice has taken on a new receptionist, Tom, to help with the additional work arising from the changes to the Repeat Prescribing Service.

Flu Clinic – There will be three clinics per week until November, plus two children's flu clinics per week. Eligible children will be notified by letter.

Winter Planning – The practice is promoting self help for patients as winter approaches, including an Antibiotics Awareness programme in November. Details will be available in the Autumn newsletter. **Action JS**

The new practice website is almost ready; AB will advise 'go live'. **Action AB**

Christmas Hours – Pilning Surgery will close at 4.00 p.m. Christmas Eve and New Year's Eve. Phone calls between 4 and 6.30 p.m. will be directed to the Montpelier Health Centre, and any emergencies will be directed to the Pilning Surgery on-call doctor. There will be open surgery only, with no bookable appointments on either day.

4) Chairmen's Forum

AG attended a meeting of the South Gloucestershire Patient Participation Group Representatives Network on 10th September to discuss liaison between the Clinical Commissioning Group (CCG) and PPG Chairmen. Various issues about the health system, surgeries, hospitals and consultants will be discussed. A date for the next meeting is yet to be announced, but any patient issues should be channelled through our chair, Albert George. **Action all PSSG members** RG attends the monthly council meetings with the CCG.

5) Future PSSG Community Event

AG asked for ideas from the group. CW suggested a Diabetes Awareness session, and this was well received by the group. A date in late February/early March was suggested. DP offered to design posters. AG and JS will take this forward. **Action JS/AG/DP**

6) Items for Autumn Newsletter

This will include Winter Planning, Flu Clinic, Cancellation of Q and A session/Diabetes Talk, Chairmen's Forum, Repeat Prescriptions, Friday morning changes, Christmas and New Year opening times, Extended Hours Tuesday p.m. and Thursday a.m. JS will also check pharmacy opening times. **Action JS**

7) AOB

Pilning Surgery Information Booklet – AG produced an old copy and asked if this could be redesigned and updated. AB will discuss with AB-G. **Action AB**

DP raised a number of issues about Southmead Hospital, including lack of level identification numbers at points of entry, and problems with admin, including double booking appointments to cover non-attendance. The group thought this should be raised at the Chairmen's Forum, see item 4. **Action AG**

BS has been asked by his surgeon to endorse the use of keyhole surgery to assist with the shortage of beds at Southmead Hospital, and again this was considered a matter for the Chairmen's Forum. **Action AG**

Date of Next Meeting

Thursday 8th January 2015, **11.00 a.m.**