

## **.Pilning Surgery Support Group**

**Chair: Albert George**

**Meeting:** 16<sup>th</sup> April 2015 Time: 11.00

**Present:** June Reynolds, Pamela Griffin, Carol Woodhouse, Sue Gibbons, Anita Bush, Hilary Witherbed, Mike Gibbons, Tony Croft.

**Apologies for Absence:** Ann Matthews, Robert Griffin, Linda Fraczyck, Barry Sheppard, Celia Beales, Jackie Sanders, Mike Woodhouse, Sue Rogers.

### **Minutes**

#### **1) Apologies**

Daphne Philpott has written to say that she is leaving the group due to ill health. Albert has sent her a message thanking her for her past support.

#### **2) Matters Arising**

- Repeat Prescriptions. Anita reported that although there is the odd complaint there are no real issues with online prescription ordering. Albert wondered if the "Submit" box at the end of the order form could be made easier not to miss. AB to look into the possibility that the website can be amended. **Action AB**
- Online Booking. AB to print off a procedure for this which HW can include in the Spring Newsletter. **Action AB and HW**
- New Patient Leaflet, Anita confirmed that this is in the process of being updated.

#### **3) Chairman's Forum**

- Southmead Parking Issues. Albert reported that the outcome of discussions on this was not entirely satisfactory but that The Forum was looking at the issues.
- Wessex Buses. Group members were asked to report any further problems that were brought to their notice. It is possible that the matter could be taken up with North Bristol NHS Trust, who in turn may be able to take the matter up with Wessex bus services. **Action all PSSG members**
- Keyhole Surgery Albert reported that there is no pressure to scale down these procedures.

#### **4) Practice Update**

- Opening Hours. Anita reported changes to Surgery opening hours as follows:
- Tuesday: 08.30-18.30pm
- Wednesday: 07.30-18.30pm
- Thursday: 07.30-17.00pm

The early opening times on Wednesday and Thursday will be for patients who have pre-booked early appointments. There is no change to Open Surgery, 08.30-10am.

- Signage. Neil Higginson is in the process of having the signage at the Surgery entrance updated following Dr Ormerod's retirement. Doctors named on the new signage will be Dr Mitchell, Dr Wint and Dr Graham.
- NHS Friends and Family. Anita gave the group a printout of comments from questionnaires completed by patients from November 2014 to March 2015. The majority of comments were very positive with only a few negatives: these results are forwarded to the NHS monthly. The initiative is ongoing and NHS Friends and Family will be an Agenda item at future PSSG meetings. **Action HW**
- Dr Mitchell has expressed a wish to attend the July PSSG meeting. **Action AB**

## 5) PSSG Notices In Surgery

Anita is making available a large notice board for the sole use of PSSG. **Action AB**  
Large font will be used on notices to make them easier to read from a distance.

## 6) PSSG Community Event

The Halls at Easter Compton will be the venue for a talk on Diabetes Awareness; this will take place on 2<sup>nd</sup> September 2015 at 7.30pm. The speaker is Anna, the Clinical Nurse Manager from Montpelier Health. June has volunteered to arrange refreshments **Action JR**, Anita says she will ensure that the information goes on the Surgery website **Action AB**. Albert will produce posters to go into the Surgery and notice boards in the area. **Action AG** Hilary will arrange advanced notice to be printed in the In View magazine for July and August **Action HW**

## 7) AOB

- Wheelchairs. Carol has had reports of patients with mobility issues struggling to obtain wheelchairs/mobility scooters. Anita will raise awareness of WASP with new surgery staff **Action AB** and Pamela will check on the availability of WASP posters for the surgery. **Action PG**
- Medical Exemption Certificates. A report in the NAPP February 2014 e-bulletin said that a number of people with diabetes had been fined for claiming free prescriptions despite needing to use insulin or medicine to manage their diabetes. There seems to be a grey area in the awareness of eligibility to hold an exemption certificate and the NAPP report suggests that PPGs can play a part in raising awareness amongst patients. Anita said she would seek clarification on this. **Action AB**
- Abdominal Aortic Aneurysm (AAA). Men over the age of 65 are at increased risk of having an AAA. The NHS invites all men for screening during the year they turn 65. If you are over 65 and have never been invited for screening you can request a scan by contacting your local screening programme. Albert asked Hilary to include this information in the Spring Newsletter. **Action HW**
- Silver Star Scheme. Albert asked for this to be an Agenda item at the next meeting; Robert will be reporting back on this subject. **Action RG**

## Dates of Next Meetings

Thursday 16<sup>th</sup> July 2015, 11.00am

Thursday 15<sup>th</sup> October 2015, 11.00am