

Minutes of Westbury Group Practice Patient Forum Meeting

4th December 2007

The White Horse News of 6 December 2007 reported erroneously that "There will be an opportunity for public consultation (re a new site for the surgery) on Thursday 6th December at 7.00pm at Eastleigh surgery. As a result several non-members turned up at the Patients' Forum being held that evening. Bill, in his role of Chair of the Westbury Project Steering Group, held a Q and A session prior to the main Forum meeting.

1) Attendance/Apologies

Apologies: Peter Biggs, Margaret Ridgers, Iris Busby, Mike & Sheila Kimmins, Dr Beale & Debbie Riddiford

Attendance: Bill Fanning, Ken Reis, Georgie Denison-Pender, Celia Nightall, Valerie Billings, Pauline Byerley, Margaret Daly, John Daly, Barbara Charman, Rosemary Henderson, Kerry Eatwell, Michael Pearce, Paul Clasing, Harry Horton, Michael Bartlett, Alan Pinnington, Yvonne Skelton, Barbara Gerrish, Barbara Burrows, Vivien Moore.

From the Surgery Gina Bryant, Deputy Practice Manager
Michelle Coleman, Patient Services Co-ordinator
Sister Liz Pickett, Clinical Nurse Manager
Sister Karen Rycraft, Chronic Disease Nurse
Dr Richard Edwards

2) Minutes of last meeting

The minutes of the meeting were agreed to be a true record of the meeting.

Action: Michelle to get an up-date from Dan Knowlson, IT manager, on the Practice web site as it is still currently unavailable.

Bill Fanning read out a letter received from the Parish Church Council, Priory Church, Edington to the Forum enclosing a kind donation of £34.60. Bill has sent a reply on behalf of the Forum thanking them for the donation and to give an open invitation for them to attend any of our Forum meetings.

Michelle confirmed patients can now telephone Eastleigh Surgery on a Wednesday afternoon (when the phones are closed) and press an option on the telephone to enable the patient to speak to White Horse Surgery receptionist, who can book appointments and deal with general queries.

Action: Michelle is still working on the GP rota template that patients could refer to. It was asked if this template could include what areas each GP specialises in.

Pauline Byerley presented the Forum with figures of monies raised at the flu sessions. This information is attached. Pauline also thanked those of you that took part and helped out at these flu sessions.

Warm mince pies and mulled wine were handed out by the surgery to Forum members to wish them a Merry Christmas.

3) Surgery Developments

Sister Karen Rycraft – Chronic Disease Nurse

Sister Karen Rycraft gave a presentation on COPD (Chronic Obstructive Pulmonary Disease).

She has been running a Pulmonary Rehabilitation Course with Dr Beale for patients suffering from COPD on Monday evenings. This course has been seen as a massive success with patients now able to walk further and learn new skills to manage their disease.

Patients that have COPD suffer with the following main symptoms:

- Narrowed airways
- Shortness of breath

Karen also runs the following clinics:

- Asthma
- Family Planning
- Hypertension
- CHD (Coronary heart disease)

Bill mentioned the support group he goes to – Breath Easy in Bath. They meet once a month and Bill felt it was one of the best groups he's been to.

Michelle Coleman, Patient Services Co-ordinator

Michelle shared the following information with the Forum:

- Dr Perry will be leaving at the end of December to return to the army. The surgery is currently advertising for a replacement and hopes to do the interviews middle of January.
- There is now a new chemist in the Leigh Park estate – Lloyds pharmacy. Michelle confirmed the surgery has agreed for Lloyds to collect patients repeat prescriptions to enable patients to collect them from them.
- Sometime in the new year Eastleigh Surgery will be having some LED information screens on the walls in the main waiting room, provided

free from a company called IN4HEALTH. Information shown on the display includes local news & weather reports. Current entertainment news and health promotion. It also allows the surgery to add their own slides too. There is no sound. The company will also be providing a touch screen, free standing, interactive unit for the waiting room. This will enable patients to find out more health information, plus applying for EHIC cards, give blood information & donor registration, for example.

Liz Pickett, Clinical Nurse Manger

Sister Pickett was pleased to announce the surgery had achieved the flu target for their patients.

4) LINKS (Local Involvement Networks)

Bill recently went to a meeting to find out more information on the above Network. Slides from this meeting are attached.

LINK is a network to give people in Wiltshire a greater say in the way health and social services are provided. Bill explained how this organisation differed from Patient Forums: their remit was to look at generic issues affecting the county.

One of the major differences between this and the former organisation, it has replaced, was that care issues would now be involved, in addition to health issues.

5) AOB/Did you know?

Did you know –

We have got some minor-celebrities on the Forum? Michelle produced a copy of the recent Dorothy House Newsletter, where on the front cover was Pauline Byerley and Valerie Billings after joining 600 woman at the first ever Dorothy House Midnight Walk.

Did you know –

Bill informed the Forum, Michael Pearce leads some of the 'Walk for Health'? For more information, the website is: www.healthwalkcampaign.com

Action: Michael Pearce to be invited by Bill to the next Forum meeting

Did you know –

Mr Daly informed the Forum, the PCT are having cash shortages but are buying flat screens for computers?

There were no other *Did You Know's* apart from Pauline Byerleys informing the Forum her back was painful!!!

Bill shared some very sad news with the Forum. The Surgery had received a letter from the daughter of Victor Archard letting us know that sadly Victor passed away recently from an RTA. The surgery have replied to the letter passing on their thanks and condolences.

Action: Bill will do the same from the Forum.

6) Dates of 2008 meetings

Please find attached the dates for the 2008 Forum meetings.

To confirm the date of the next meeting is:

Thursday 14th February 2008, 7pm at Eastleigh Surgery.