

Westbury Group Practice Patients Forum

14th August 2008

Apologies

Dr. D Beale. Debbie Riddiford. Vivian Moore. Yvonne Skelton. Barbara Gerrish. Margaret Ridgers. Iris Busby. Mike Kimmins (treasurer) Kerry Eatwell

Present

Bill Fanning (Chairman)
Ken Reis (Vice chairman)
Sheila Kimmins (Secretary)

Michelle Coleman
Sister Liz Pickett

Miss P Byerley. Val Billings. Rosemary Henderson. Barbara Charman. Margaret Buckton. Paul Clasing. Barbara Burrows. Sue Midgley. Harry Horton. Peter Biggs.

Minutes of the Last Meeting

It was agreed that these were a true and accurate account.

Matter Arising

Michelle Coleman reported that the website was up and running, and that if anyone thought that something should be added then please to let her know.

Rota

The new Doctor's rota has been completed and copies for Forum members were available. Roll out to patients would happen once extended hours have been agreed. The first draft of the Practice Booklet have been sent to the printers. INR – patients are now able to book an appointment 12 weeks in advance for their repeat blood test.

Carers

The Chairman reported that he had recently attended a Patient Participation Forum and been impressed the presentation re Carers Support . Hence, Sue Midgley from Carers Support West Wilts* had come along to speak on the subject. She told the meeting that Carers Support were always ready to help anyone who voluntarily helps, not just family members, but friends, neighbours and anyone else who needs the assistance that enable them to continue to live in their own homes. Sue said that such Carers need not be “professional carers” but ordinary people who aid others.

Carers Support West Wilts, Independent Living Centre, St George's Road, Semington, Trowbridge, BA14 6JQ (01380) 871690 admin@csww.co.uk

Carers Support can arrange for such things as help with sitting with the housebound while a Carer goes to the Doctors, dentist etc, or anything that helps assist the carer and those for whom they care.

Sister Pickett, in response from a question from the floor, said that the Surgery identified Carers, and gave them priority so that they need not be away from the house for too long. If a known Carer has not been to the Practice for some time then they are contacted with a suggestion that they come for a check up.

The Surgery was also aware of children and young people who care for a parent. Sue Midgley added that a Young Carers Group was a separate organisation which may be contacted though the Independent Living Centre.

She also informed the forum that Carers Support have a specially designated Parent Support Worker(s) to assist parents with children with special needs, for birth to 18 years.

Sue said that a press release was being arranged to announce a "One Stop Drop In" to advise on benefits etc, and that dates were just being agreed.

She finally added that Carers need a lot of support and at times all is needed is someone to listen and that is what Carers support is there for.

Sister Pickett, in response to a question, said that although a Doctor may not discuss a patient with a third party, should a concerned Carer/relative write in with their concerns, then the Surgery can write saying that the Patient has not been seen for some time and suggest they have a check up.

Surgery Development

Extended Hours

Michelle Coleman informed the meeting that from 15th September, there would be an extension of 8.5 hours to the Surgery opening times. This would take the form of a Saturday morning at either Bratton Surgery or Eastleigh Surgery twice per month. Some early morning appointments from 7.30 am and late appointments till 8.30 pm at Eastleigh and late appointments till 8.30pm at Bratton Surgery.

All these would be pre-booked routine GP appointments, on a first come first serve basis, though priority would be given to those patients who work or are carers. These **will not** be "walk in" surgeries as this pre-booked appointment will be with the GP, with a receptionist in the building.

Patients are still to contact the Out of Hours service by telephone before 8am and after 6.30pm on weekdays and from 6.30pm Friday to 8am Monday at weekends for any urgent problems as these surgery extended hours are for pre-booked in advance GP appointments only.

Publicity is being arranged and will be circulated.

As far as the new building is concerned negotiations are still taking place and it is hope that further information will be available for the next meeting.

Flu Vaccines

The Vaccines will be arriving soon and the Forum has been asked if they would provide the tea and coffee on the vaccine days, as they have done in the past. The dates for the “vaccine days” are to be advised.

Please - If those who have visited us stand on these days in the past - please will you help again?

Please contact BHF on 0373307 or SHEL on 037365
and let the know

A question was asked if the Surgery had contingency plans for a Pandemic Flu outbreak, and Sister Pickett was able to confirm that such plans have been put into place and that these have been drawn up and discussed with the PCT.

Provision for Stroke Victims

Sister Pickett advised that a care package has been put into place for Stroke Victims prior to their returning home. This would take the form of the patient visiting their home with Occupational Health experts to assess their needs. A range of help measures is available, and the team will give home support to the extent that some Stroke Victims do not have to go into hospital.

Pneumonia Vaccine

130 letters have been sent out to over 65 years to advise that the pneumonia vaccine, (which is a one off vaccine), was always available. The Surgery is very disappointed that only 12 patients have taken it up.

Chairman's Update

The Chairman asked if the Surgery had any connection with the First Responders. These are single paramedics who come in a car or on a motor cycle prior to the arrival of an ambulance. From October, four will be based in Westbury. The First Responders are able to stitch or glue minor wounds and to make assessments resulting from falls/abdominal pains etc. This service has been put into place as the 999 call responses, in this area, fall below the national target.(The surgery will arrange a presentation in due course)

Local Involvement Network (LINK)

This is not to be confused with our local LINK service. As concerns have been raised about confusion, the service will be known in our area as Wiltshire Involvement Network (WINK).

The Local Authority has arranged a meeting to be held on the 22nd September, and anyone may join. Questions and complaints, addressing wide ranging issues, will be channelled to the appropriate agencies. However, questions and complaints, relating to individuals, should continue to go to PALS.

Any Other Business

The Surgery Newsletter is currently on display in the reception area - it was suggested that copies should also be displayed in the local libraries, post offices and chemists.

Action

An alternative to the identity bracelet is now available, it takes the form of a “dog tag” which can be worn around the neck and can be updated by plugging into a computer.

The forum members were asked to put together ideas and needs for the new surgery, so that when the meeting of the Forum with the Architect is arranged then these suggestions may be put forward. An example was given of a “hearing loop”

A bottle of alcohol gel is now available in the reception area of the surgery and clear notices will be put by it.

Action

Date of the Next Meeting

The next meeting will be on the 9th October, 7pm.