

Bradford on Avon and Melksham Patients' Participation Group

Minutes of General Meeting

Tuesday 2nd June 2015 at 7.00 pm
The Health Centre, Bradford on Avon, BA15 1DQ

1. Welcome and Introduction

Sue Walters, PPG Chairman, warmly welcomed everyone to the June 2015 general meeting of the Bradford on Avon and Melksham Patients' Participation Group.

There were 35 members present including 5 new members.

Apologies were received from: Derek Glover; Marlene Nolan; Betty Parr; Denise Ramsay; Sheila Wood.

2. Talk – The Main Disorders of the Feet and Treatments Available

A talk entitled “The Main Disorders of the Feet and Treatments Available” was given by Sirene Cleife, Podiatrist. This was extremely well received and was followed by a question and answer session with lots of very interesting information and leaflets etc. given to the group.

The Chairman then thanked the speaker for an interesting and informative talk.

3. PPG Business

Sue Walters introduced the business part of the meeting and asked everyone to notice the times allocated for each item on the agenda.

3.1 Last PPG General Meeting Minutes

These had been circulated and accepted as a true record. There were no matters arising which were not covered by the agenda.

3.2 Finances

Jen Andrews, PPG Treasurer, reported that last year interest received was £1.34; amount in the bank account was £2394.96, with £16.10 in petty cash; total PPG fund equals £2411.06.

3.3 Equipment to be purchased

It was noted that £500 had been previously agreed for the purchase of various items. These items were however paid for from the funds held by the Friends of BoACH thus the PPG still has this amount at its disposal.

Following Michelle Coleman's proposal it was agreed that the following would be purchased:

- Balloon for Health Check Promotional Day - up to £100
- Large Scales for consulting room - approx. £300
- Couch steps (access to couch) - 3@ £30 = £90

Further future purchases were proposed and agreed to namely:

- Ambulatory blood pressure machine – approx. £200 (for patients to use at home and providing printed results)
- Child saturation monitor – approx. £120
- INR machine (full service & calibration included) – approx. £500
- TV screen for nurses waiting area – approx. £200

- Microphone for use at PPG meetings – cost tbc
- Notice boards for Winsley surgery - 1 for PPG notices - £77.99; 1 for photographs (tbc)

The purchase of these items was proposed by the Chair and unanimously agreed.

n.b. An up to date couch had been considered with a cost of around £1500 but other funding sources were being considered for this item.

3.4 Patient Suggestion Box

Mike Nolan, PPG Committee, reported that there had been 50 returns in April of which 35 had said that they would be “extremely likely” to recommend the practice to others with 13 “likely” to recommend. He noted that any adverse comments could be addressed to improve the service. Mike also said a similar number of responses were received in May which he was in the process of collating.

He noted that a transport question was asked as part of the practice’s Green Audit. Mike was thanked by all for this valuable contribution.

3.5 Outside Organisations

Sue and Michelle asked that any outside organisations that wished to make a contribution to a PPG meeting please let the PPG Secretary, Denise Ramsay, know so that it can be placed on the agenda.

RUH

Mike Darlow reported that there had been success in obtaining a patient / carer hub at the entrance to the hospital.

Seniors Forum

There is a new executive committee, the members of which are determined to keep up the high standards set by the previous executive.

Michelle conveyed the Practice’s praise for the work that had been done in the past.

4. Practice News

Michelle Coleman, Practice General Manager, presented the following:

4.1 New Clinical Staff

In April Dr Adi Burch and Dr Smith had been welcomed to the medical team.

4.2 Health Check Promotion Day - 23rd June

PPG executive committee members had offered to assist and had been placed on a rota. There is a plan to raise the awareness of those returning from work by train in the evening. This health check will be offered to the 40 to 70 year old group.

4.3 Annual Patient Survey

This will be taking place during June.

4.4 Going Green Project

This matter was being addressed by the staff at the Practice. A report was sent detailing a number of ways in which the Practice was tackling the task of Going Green. The Practice

was hoping to hear that they had achieved a bronze award this time, with a chance to obtain a silver next year. Patients were encouraged to make further observations and suggestions.

4.5 Care Quality Commission (CQC) Visit

There is a strong possibility that the CQC visit will take place in August 2015. Members of the PPG executive committee had volunteered to be available should the need arise (n.b. this visit was compared to an Ofsted inspection in a school). The Practice will have two weeks' notice of the visit.

4.6 Updates

Memory Café

This will take place at the Dog and Fox pub in Ashley Road on the first Thursday of every month – 4 June; 2 July; 6 August. The Café will be from 3pm to 4.30pm and have a different theme each time. So far 200 patients have been identified.

Leg Club

This has been an outstanding success and has won two awards:

- Public Health Award – for Innovation in Health Improvement
- Winner of the LCIPenna (London Scholarship Award)

Walking for Wellbeing Group

Dr Ruth Barnes would like to set up a group of people who are considered to need more exercise. There are a number of walking groups in the area, but there is a need for an opportunity to walk for only 1 to 2 miles. Dr Ruth Barnes, Michelle Coleman and Alan fox will discuss this matter further.

4.7 Discussion Points

Pharmacies

Concern was expressed by patients about the availability of certain ointments from the pharmacies in the area. In reply it was pointed out that a factory supplying creams and ointments had a fire and therefore the supply chain had been disrupted, hence it was not due to a particular pharmacy but rather a general supply problem.

Dental Practice

Concern was expressed over the difficulty of getting treatment in the NHS. It was pointed out that each dentist was funded for a certain number of "NHS Units of Dental Activity". This is a capacity difficulty and patients were advised to investigate and contact other dental practices.

"Save the NHS"

Michael Dowling pointed out that this matter could come around again and therefore the patients should look out for more information.

5. Future PPG general meetings

Tuesday 22 September 2015

- AGM; Talk on Successful Treatment of Cancer; Update on 21 Ways to Thrive as a PPG

Tuesday 8 December 2015

- Pre Christmas Meeting; Talk on the Ambulance Service

The Chairman closed the meeting at 8.30pm.