

**Bradford on Avon Health Centre Patient's Forum
Executive Committee Meeting
Health Centre 5.00 pm
Monday November 6th. 2006**

Minutes

1. Apologies: Denise Savage, Trevor Rothwell

Present: Lynne Coombs, Alan Fox, Sue Leggett, Sue Walters

2. Matters arising from minutes of Executive Committee Meeting September 25th. 2006 [not covered below]: Anna can provide paper copies of the Patient Survey, which is now completed for this year and they are awaiting results.

3. Review of PPG assistance at 'flu jab' sessions: Alan Fox reported that the volunteer help was very well received by Health Centre staff, one of whom commented that the sessions had been so much easier than in previous years. We had received a record of thanks for our input. Alan thought four volunteers was the optimum number. A total of around 2,000 leaflets had been distributed and we had increased PPG numbers by 25%. Although gratifying it was recognized that we had mainly raised awareness within the over sixties group and we had to think of ways of widening the groups' representation.

4. Topics of interest for awareness evenings identified by members: Anna Morton had relayed support from the Health Centre for twice yearly Awareness Evenings but pointed out that we may have to look beyond using staff at the Health Centre. With this in mind members of the committee have each taken one of the prioritized topics [arthritis-Lynne, osteoporosis-Sue W., heart disease-Sue L., and care of the elderly-Alan] to research local resources in terms of presenters/speakers/session leaders. It is also hoped that the staff and PPG members might also have useful leads to suggest.

5. Doctor's input at December PPG meeting and suggested topic: Anna Morton had been pleased to inform us that Amanda Brooks, would be happy to talk about mental health and the development of a new service. We look forward to this but we need Anna to let us know Amanda's official title.

For both the proposed Awareness Evenings and the PPG meetings we need to spread the publicity beyond the regular users of the Health Centre. Their web page, newsletter and notices are very valuable but we need to reach into the wider community. Sue Walters will research local positions for publicity and then a short meeting between Anna and the committee would be useful.

6. Short-term wheelchair loan service: Anna had informed us that Dr. James Heffer who had suggested this as an area of need, which the PPG might feel able to assist with, had envisaged such a service being either [i] rota of

volunteers for collecting and delivering wheel chairs from the Red Cross, nearest store being Wooton Bassett or [ii] creating a similar local facility. No one on the committee felt that [i] was a viable option due to the distance, which would deter volunteers and raises the issue of who pays petrol expenses. Alan thought that two wheelchairs housed at and administrated from the Health Centre with PPG members helping with delivery and collection would be the most workable solution. The committee assumed that perhaps there used to be a loan service operated from the local hospital before its closure. It may be that The Friends of BOA Community Health Care might feel able to fund the purchase of wheelchairs if the Health centre can store and administer.

7. Agenda for PPG Meeting December 4: Except for minor details to be checked agenda is now set and should be ready for circulation shortly.

8. Complaints Procedure: Alan will re-iterate the PPG position re individual complaints at the next PPG meeting. Lynne had contacted the local Patient Advice and Liaison Service [PALS] and found them very helpful. They had volunteered to talk to our PPG should we request it. They produce a booklet explaining the NHS Complaints Procedure and committee members will contact PALS for their own copies.

9. Fundraising: the committee thanked Sue for her summary of feedback from NAPP members regarding the involvement of pharmaceutical companies in PPG funding. At the moment our funding needs are being met by the Health Centre so we do not envisage going beyond the possibility of Christmas raffle or something similarly low key should we have a particular need in the future.

10. Identification of possible projects for PPG: Committee will enquire at the December meeting if any members have any projects they would like to put forward.

11. Circulation of Executive Minutes to PPG members: It was unanimously thought an excellent idea which would keep members informed, interested and in touch with the activities of the committee. However we now have five households which are not on email so we will need a continued commitment from the Health Centre to supply the Secretary with stamps, minimum of eight mailings per year multiplied by five and some extra for unforeseen letters.

12. AOB: Alan thought it would be a most useful if the Health Centre could supply 'necklace' type badges for volunteers. Committee agreed that these are most comfortable variety to wear.

Alan has put a publicity piece into the Holt Magazine and is in process of contacting The Gudgeon but has no leads on the local information magazine for Winsley.

Alan drew our attention to a small mini bus, which can take a wheelchair user, and is available for hire from Community First, Devizes. He will email information to us. Lynne will send information to the Health Centre.

Alan informed us that the new dentist was willing to come and talk to the group. We will have mince pies at the December PPG meeting and ask for voluntary contributions.

13. Date of next Executive Committee Meeting: 5pm. Monday January 15th.2007 at the Health Centre.