

**The Forum
Bradford on Avon Health Centre Patient Participation Group**

**Monday December 3rd. 2007 7pm.
Bradford on Avon Health Centre**

Notes

1. **Present:** Rosie Burgess, Sue Walters, Sue Leggett. Stan Hampshire, Beryl Hampshire, Claire McNulty, Anne Riley, Chris Steel, Pam Ditte, Daphne Squire, Michael Coppel, Cynthia Clifford, Alan Fox, Derek Glover, Lynne Coombs, Michelle Coleman, Angie Benford, Dr Heffer, Gail Oughtibridge, Gina Bryant, Margot and Michael Gliddon
2. **Apologies:** Denise Savage, Trevor Rothwell, Shirley-Anne Cairns, Janet and Peter Jarmin, Margaret Millard, Joan Scott, Anne Fulton, Christopher King, Bob and Yvonne Owens.
3. **Minutes of the meeting June 11th. 2007:** Amended- Claire McNulty was present, minutes amended and signed by Alan Fox
4. **Matters arising from the minutes of June 11th. [not covered below].**

Membership was slowly increasing and Alan remarked on our success but reminded us that we needed to try to reach and have representation from the patient spectrum. He urged the members to encourage any other patients they were aware of, especially parents with young children, to join the PPG.

A trainee paramedic was due to join the Health Centre at the end of January but he would have an alternative vehicle to a motor bike.

There was a further opportunity to meet with the PCT, on January 17th. 1.30pm. at St. John's Parish Centre, Trowbridge, as a follow up to the Development Day. Alan urged members to put their names forward and Anne and Daphne were interested and took a booking form.

5. **Social event:** Anne reported that there was not a general support towards meeting for a coffee but the Fat Fowl has a table which would take eight and would make us welcome. Alan raised the idea of a trip out to Iford Gardens in the Holt Community Mini Bus with a coffee/tea there and this was received with interest. There would be the cost of the entrance plus the transport- £10 would probably cover it plus whatever people spent on refreshments. We would offer the trip to members first and then open it to

other patients. Alan thanked Anne and Joan for their work in contacting members and the feedback.

6. **Health Centre Booklet:** The time had come to revise this and the Health Centre would be pleased to hear any suggestions from members to make it more user friendly. Sue Leggett and Rosie Burgess will assist Angie and comments from members were to be given to Gina Bryant prior to Xmas.

7. **AOB**

Local Involvement Network [LINK] is a network to give people in Wiltshire a greater say in the way health and social services are provided. Sue Leggett explained how this organisation differed from PPGs: their remit was to look at generic issues affecting the county. One of our members was involved with this. Sue will make contact with Janet Jarmin and ask if she will be our representative and keep us abreast of what is happening in LINK. There is to be a public meeting on **Thursday January 24th. 10-3pm., Devizes Corn Exchange.** Michele Coleman thought that one of the major differences between this and the former organisation it has replaced was that care issues would now be involved. She knows that a representative from the Westbury PPG attended an earlier public meeting and would see if any interesting information could be forwarded to Sue Leggett prior to the meeting on the 24th. We will look at this again at our next Executive Committee meeting. There was also the suggestion that a representative of LINK could speak to the members at one of our meetings.

The difficulties of the telephone queue was raised by a member who reported she had waited half an hour. Angie replied that they were forming a communications group to look into making better use of the phone system and the group will find out if the system can inform patients of their number in the queue. The group's first meeting is planned for January 2008. Angie's discussion with the telephone company should soon resolve the problem with the sound quality at Winsley.

Repeat prescriptions should be available on line sometime in January.

Gina Bryant has been appointed as the new **Deputy Practice Manager** and it was good to see her at the meeting.

Flu jabs were on target and everyone was delighted how the clinics had run so smoothly.

Angie is liaising with Venna Bassi from Arthritis Care and two **Arthritis Workshops are being planned for the end of February/March.**

Derek reported that the **Senior Citizens group had formed a focus group** on health and social care and they were concerned about the time delay between patient discharge from hospital and the GPs being informed. This could be up to 2-3 weeks with no apparent system, sometimes patients were not given a discharge letter for the GP. Dr Patrick and St.Margaret's Surgery are auditing what occurs.

With regards to the Car Park a member congratulated everyone involved in assisting democracy to work.

8. **Date of next meeting: Monday March 10th. 2008, 7pm. at the Health Centre.**

After the close of the meeting the staff joined us for some seasonal refreshments, kindly provided by the Health Centre.