

Bradford on Avon and Melksham Patients' Participation Group

Minutes of General Meeting

Tuesday 14 June 2016, 7.00 to 8.30pm
The Health Centre, Bradford on Avon, BA15 1DQ

1. Welcome and Introduction

Sue Walters, PPG Chairman, warmly welcomed everyone to the June 2016 general meeting of the Bradford on Avon and Melksham Patients' Participation Group.

2. Talk for Patients

2.1 Talk by Linda Toulson of the National Osteoporosis Society

The talk on Osteoporosis was given by Linda Toulson, speaker from the National Osteoporosis Society based in Camerton, Bath.

This very interesting talk covered many aspects of the condition of osteoporosis including:

The structure of bones with slides of the cells and the mechanism of the regeneration of bone by the osteoclasts and osteoblasts.

A description of the loose density and optimum bone mass; numbers of sufferers in the UK around 3 million people, mainly women; first diagnosis often occurs after bones are broken. A DXA scan is used to diagnose if someone has the condition. A third of sufferers become dependent so this is a serious debilitating condition for many people.

Linda also described the risk factors such as smoking, diet, alcohol, family history that can contribute to the condition.

Management of the condition included weight bearing exercise – walking, dancing, exercises to improve balance and avoiding falls; improving safety around the house by preventing trip hazards; lifestyle, dietary advice including adequate vitamin D intake and calcium rich foods. Medication can be taken and new drugs are being developed.

Linda then described the work, research, projects and organisation of the charity. There are free publications, website booklets and fact sheets produced by the charity. Also the charity runs a Freephone helpline on 0808 800 0035 with specialist nurses answering questions from the public including giving sources of nutritional advice.

People can become a member of the society, take part in campaigns; research, projects and fundraising e.g. cycling, marathons. There are osteoporosis support groups around the UK, that the public can join, the nearest are in Bath and Salisbury. This year the 20th of October is World Osteoporosis Day. More information can be found on the society website www.nos.org.uk or by writing to the NOS Helpline, Camerton, Bath, BA2 0PJ

The talk was well received and followed by a question and answer session with more interesting information given to the group. The Chairman, Sue Walters, then thanked the speaker Linda Toulson for a very interesting and informative talk.

2.2 Update on the “No Worries Service for Young People”

There then followed an update on the “No Worries Service for Young People” by Kirsty and Gail from the Practice. They explained what was happening in the young people’s service project; the links with schools, colleges, clubs etc. and talks given; the use of the young people’s questionnaire to get ideas for improvements of the service and how the service is used to obtain advice.

3. PPG Business

Sue Walters introduced the PPG business part of the meeting agenda. Apologies received from Mike Nolan and Chris Steel.

3.1 Last PPG General Meeting Minutes of 8 March 2016

These had been circulated and there were no matters arising. Alan Fox proposed, Anne Riley seconded and all accepted.

3.2 Update on PPG Finances

Jen Andrews, PPG Hon. Treasurer gave an update of the PPG finances, the funds at present total £2139.32, awaiting some invoices for items received.

3.3 Information about equipment purchases by the PPG

Information was given about the equipment items purchased recently. Also it was mentioned that the microphones had been delivered. These will be used at the next PPG general meeting to help audience communication and participation. A new list of equipment requirements will be compiled soon.

3.4 Future PPG General Meetings

Sue Walters discussed the next PPG general meetings as follows:

20th September – Talk about the Ambulance Service - followed by the PPG AGM

6th December - Talk on Indigestion & Acid Reflux - followed by the Christmas Social Event

4. Practice News

Apologies received from Michelle Coleman.

Debbie Hyatt from the Practice gave an update on several items as follows:

4.1 Flu Vaccination Clinics

Debbie gave details of this year’s flu vaccination sessions and distributed copies of a leaflet showing the venues, dates and times of the clinics.

The flu booking system will be open from Thursday 1st September.

The clinics will be held on the following dates:

Winsley Health Centre 8.30 - 12.30; Fridays - 23 September; 7 October; 14 October

BoA Health Centre 8.30 – 12.30; Saturdays - 24 September; 8 October; 15 October

St Damian’s Surgery, Melksham, 8.30 – 12.30, Saturday 24 September

A practice leaflet will be published soon with more details of how patients can book an appointment online, by phone and in person. More information is on the Practice website at www.boamhp.co.uk

Debbie also asked the patients' group for volunteers to help at the flu clinics as in previous years. Sue Walters will coordinate the volunteers later in September.

4.2 Friends and Family Test (FFT) Award received by the Practice

The Practice Friends and Family Test team (which includes the PPG) submitted a case study, based on the Practice FFT process, for the NHS England 2016 award. The Practice was delighted to receive the award for the Best FFT Initiative in Family Care.

The practice was especially awarded for its involvement of the patients' group and the detailed feedback given to patients in response to the monthly collection of the survey sheets completed by the patients of the practice. Also the publication of the results in folders kept in the surgery waiting rooms and on the practice website was commended. There was a presentation of the award at the national conference earlier in the year. The glass sculpture award and certificate were displayed in the waiting room for all to see at the meeting. Debbie then, on behalf of the Practice, gave many thanks to the patients' group and especially to Mike Nolan of the PPG committee for his great deal of work and help for the award.

4.3 Practice Pharmacist

Debbie informed the group of the new appointment of a pharmacist to the Practice.

She also described the method and stages of the system for electronic prescriptions. Discussion was held about the time scales of prescriptions and also the system of medication reviews.

4.4 Appointments – Text Reminders

There was a discussion about the text reminders for patient appointments including the times when sent and the consent method used to request these reminders.

The meeting was closed by the Chairman at 8.30pm.

Future Dates of PPG General Meetings in 2016

Date	Topic
20th September	Ambulance Service talk followed by the PPG AGM
6th December	Indigestion & Acid Reflux talk followed by the Christmas social event

Denise Ramsay
Hon. Secretary
BoA&M PPG