

Minutes of Yell Health Support Group AGM held on 21st April 2015 in Yell Health Centre at 7:00pm

Present: Annette, Angus, Julia, Rae, Alexis, Catherine, Jill, Linda and Patricia.

Apologies: Dan, Doreen and Robert

Minutes of meeting of 21st April 2015

1) Minutes of AGM of 21st April 2014

Minutes were read and approved by Angus and Jill.

2) Election of office bearers

Chairman – Julia Smith, approved and seconded by Angus and Alexis

Secretary – Patricia Odie, approved and seconded by Julia and Rae

Treasurer – Annette Jamieson, approved and seconded by Julia and Jill

All trustees present are willing to stay on the group. Patricia to check that those not here are willing to stay. She is also to check if Cass Slater is willing to join.

3) Accounts for 2014 - Accounts were explained fully by Annette and approved by Julia and Alexis. Marianne Smith has audited the accounts and Patricia will get her a small gift for doing this. Balance is £3910 which is a deficient of £624 on last year's balance. This is partially explained by the Christmas fundraiser money being banked in January so that will appear in next year's accounts. Annette explained that OSCR are asking for some extra paperwork this year and she will send this on once it is gathered together. She will actually post it this year (rather than e-mail) so they have the signatures they need. All the details are available on OSCR's website for any member of the public to access.

4) Minutes of meeting of 6th October 2015

Minutes of this meeting were read and approved by Rae and Alexis.

5) NHS24 – There have been a few problems recently with NHS24. Catherine says it seems to happen on bank holidays, etc when operators with less experience or less training are operating the 111 number. The practice is reporting all such incidents to the health board (via DATIX) and would encourage anyone who experiences a problem to let the practice know. Sometimes when 111 pass calls over to 999 then the GP has not been called. This has also been reported. Catherine has given her mobile number to the more critically ill patients so they can contact her directly. It was agreed to ask the practice to include the option to ring 999 on their out-of-hours message and to also include details of this and the need to report problems in a newsletter.

6) Ambulance – Patricia to contact Peter Smith of SAS to check the position on training needs for relief drivers.

7) Peripheral clinics at Burravoe and Cullivoe – Catherine says that these clinics are becoming less busy and fewer people are collecting medications from them. The possibility of stopping these was discussed. It was thought that the Dial-a-Ride service was improved to help with transport to Mid Yell. Robert had reported to Annette that this was not being used very much. Annette is to check how the buses work and get back to next meeting. Linda felt that some patients were not able to get to the bus pick up point.

8) Flu clinics - It was agreed that this was a good way to raise money for the group. Support Group will continue providing teas at 1st Mid Yell clinic and to welcome other groups to provide this for the other 3.

9) Localities project – Linda reported this was to go live on 1st April but there have been some problems with government confirmation. This is still awaited.

10) Complaints - Patricia to check again with Debbie and to get a notice up in the waiting room.

11) GP Post/Practice Nurse – The Associate GP post has been advertised but there have been no applications. Julia asked if an Advanced Nurse Practitioner would be a help at this time. Catherine explained that it would not really help because she would still need to be on call to help with any emergencies that were outwith the ANP's responsibilities. Health Board had offered this but they would cut Catherine's hours so meaning that not many, if any, more appointments would be available.

Catherine had suggested to the Board that Unst take over Fetlar meaning that she could do a Friday evening clinic and then have Saturday off, giving her more rest. Unst do not seem to be interested in this option.

Rosemary Johnson has been employed as practice nurse and the group welcomed this. She has moved over from community nursing so this now means that they are a ½ time nurse down with no immediate date for the post to be advertised.

Ways that the group could help were discussed and it was agreed to invite Laurence Odie, YCC Chairman, to visit the practice and go over the problems that are being encountered and hopefully YCC would write to the NHS Shetland to put points across.

12) Equipment – Equipment need was discussed. There is nothing pressing at the moment. Linda felt that something that may be needed is nail cutters, since Podiatry Dept are no longer going to housebound patients to cut nails. Carers of these patients are to be trained to carry out this service. Catherine suggested the group buying these in bulk and then patients give a donation for them. It was agreed to do this if/when the need arises.

Julia said that Unst Health Centre have proper waste bins and it was agreed that Debbie should enquire about getting ones for Yell.

"Bimbo's chair" was discussed. It is still in the waiting room but no longer reclines and is a bit wobbly. Julia will speak to Stuart Anderson to see if he can firm the chair up or if he will discuss the option of dumping the chair with his mother (Irene).

Next meeting provisionally at start of September 7pm in Yell Health Centre