

Patient Participation Group

Minutes of meeting on 18th Aug 2016 at Bottreaux Surgery

Present : Janey Comber (J.C.) Annie Robinson (AR)
Judy Wrigley (JW) John Wakelin (JW)
Ellen Hawley (EH) Jane Jeffries (JJ)
Leoley Cooke (LC) Matthew Gibbons (MG)

1. Introduction new member of group : Jane Jeffries from Tintagel
2. Minutes of last meeting - approved
3. Matters arising
 - a) M.G. Still haven't heard anything about enhanced services. INR testing to be done in house
 - b) Flu vaccinations at Crackington
M.G. & Sue Crocker White have done a risk assessment. Clinic set up & bookings taken.
Cold chain management - flu vaccines can be out of fridge for 4hrs. so can take the amount needed & go back for more if nec.
Age concern & other organisations being contacted to come along
 - c) Triage system - tested today because no G.P. at Tintagel. T. system put in operation - 20 calls taken resulting in only 6 appointments.
M.G. will write to those patients concerned to see what they thought of the service

4. Practice Report M.G.

- a) One registrar has finished their time in the practice and Holly Pritchard (a 3rd year) started staying for a year + doing well.
- b) Surgery planning to stay open at lunchtime
- c) M.G. assured that no plans to close Tintagd Surgery, in fact to increase service
(C.C.G. is trying to save some of the 57 million by closing branch surgeries - Tintagd not branch)

5. Discussion

- a) Flu clinic. We should be there to talk to people
Posters. 14 Oct. 2-4.30
- b) Phones - New broadband in on 17 August. Still problems with phones (company messed up)
Online sys. not working well - out of practice's control
- c) Contact with public - PPA should write summary of minutes for gazette, Blawhelle etc.

6. Items from PPA members

J.W. Collection of prescriptions taking longer - M.G. - this is patient safety issue - separate check has to be included. Dispensary is to be made larger - space limited at moment.

L.C. Waiting room 2 not working.

M.G. Need to get another project for the PPA.

7. Date of next meeting

20th October 7pm.