

Patient Participation Group

Minutes of meeting on 25th February 2016 at Bottreaux Surgery

The format of the meeting followed the Agenda set.

Present: - JC, JW, TS, MG-(Business Manager), AB, MC-W, EH, AR, JW.

1. *Welcome and introductions*

Eight attendees introduced themselves.

2. *Elections of Officers*

| | | |
|---------------------|----------------|-------------------|
| The meeting elected | Chairman: | Janey Comber (JC) |
| | Vice Chairman: | John Wakelin (JW) |
| | Secretary: | Tim Starkie (TS) |

3. *Minutes of meeting 7 January 2016*

Approved

4. *Terms of reference*

The document "Terms of Reference" dated 25th February 2016 was reviewed.

Section3, Membership of PPG. part F.
MG is reviewing and re-formatting

Section5, Activities of PPG both virtual and physical group, Part a).

The sentence "However the final decisions on service delivery rest with the practice" should be removed as that is understood. MG said the practice was looking for a broader understanding of patient needs. The PPG to advise on the local area needs which may have an impact on the practice, and to improve the "patient experience". For example better communication of I&R monitoring results.

MG said more staff were to be recruited to phlebotomy, and an apprentice healthcare assistant is under recruitment (4 applicants so far).

5. *Practice report.*

It was suggested that the Practice report should go into "The Blowhole" and "St.Gennys Gazette".

MG confirmed that Dr.Garrod is leaving at the end of April 2016, but will support as a Locum as needed. Dr.Abbott will retire end March 2016, but part-time until April 2017.

Dr.Rebecca Walker will join in April 2017.

JC proposed that the practice report be available early.

£925 donations have been received, which if spent by MG, VAT can be reclaimed.

MG - the practice had bid for and been awarded £20k from the Primary Care Development Fund, for the purpose of working with four other local Practices.

MG - The Practice is funded via PMS Premium, which is in addition to the payment received by GMS Practices. This premium will be removed from all PMS practices in Cornwall from 1 April 2016. This means a reduction in Bottreaux funding of ~£60k over next five years.

6. *Living well initiative*

JC- PPG could be very useful to communicate information about local services (lent lunches, local buses, car service, etc).

BG wished to see this local information advertised on the PPG notice boards (both on the wall immediately on your right as you enter the surgery waiting area). EH said this should be posted as Events rather than information to give a better impact - agreed. For more details one could refer to folders nearby.

7. Any Other Business

EH - X-Ray results from Stratton Hospital didn't reach patients. If results are Ok then should be communicated to patients.

MG - Bottreaux doesn't receive X-rays. Normally a letter is sent from the Consultant. Derriford is loath to deal with Cornwall so results are often not forthcoming!!

MG said there was insufficient time to call everyone with OK test results

MC-W - "Aims for PPC" Course at Victoria St.Austell on 7th March. JC will attend.

JW - It is difficult to contact practice by 'phone.

MG - Now have seven persons (including Tintagel) to answer the 'phone. In the past this was only two.

AR - Raise Skin-Cancer awareness and recognition.

MG - This is a work-in-progress. Mr Tom Luke of RCHT could run an satellite clinic at Bottreaux.

Issues raised from the meeting

BG - £75 funding per patient.

JW - Hand cleanser now fitted

AB - Complaints have been mixed with praise, interpreted that more were pleased with the surgery than not.

TS - His experience of the online "waiting room" software was extremely poor. MG said constrained by County-wide decisions as to software used. JW - had had no problems. JC - not aware could book appointments and prescriptions online.

MG - 'Flu Awareness clinics. Patients need to be made more aware of the benefits to themselves of having a 'Flu jab.

Some statistics: -

Of the over 60s, there was 40% uptake. Of Carers, there was 10% uptake.

The Practice gets Government funding for giving 'Flu jabs per patient and has lost a potential £11,464 of funding.

JC suggested using the Institute at Crackington for 'Flu jab sessions.

MG - He would need to

1. Do a risk assessment
2. Check with the Practice insurers
3. Speak to Sue Crocker-White (as she lives in/near Crackington)

8. Dates of next meetings

After discussion the next meetings in 2016 were:-

Thursday 28th April at 19:00 in Tintagel.

Thursday 16th June at 19:00 in Bottreaux.

Tim Starkie
Secretary