

Port View Surgery PPG - Meeting 1 March 2022 Held via Teams

Present: Peter T (Chair) Angie, Marilyn, Brenda, David Y

In attendance: Tina (Practice Manager) , Mandy (Social Prescriber), and observers from SHC PPG (Rachel, Peter S, Sarah, Sue)

Apologies: Dave B, Gail, Sally, Sarah, Tony, Jeanne

1. Welcome

Peter T welcomed everyone to the meeting, and members introduced themselves. The agenda was constructed using the normal Port View pattern, with the addition of joint discussions with SHC PPG.

2. Notes of previous meeting

These were approved, with no matters arising

3 Practice Manager's Update

Tina reported that the acute problem of staff absences due to Covid had now run its course, with staff returning to work, and also a couple of new staff joining. Backlog of work being tackled. No luck yet with GP recruitment.

A CQC monitoring call will be taking place next week, and Tina explained how she will be enabling patients to give views to CQC. PPG members had been invited to comment already. She will report back in due course.

The next round of Covid vaccinations will shortly affect the Practice, but how they will be delivered is tbc.

4 Chair's Update

Peter explained the purpose of the East Cornwall Umbrella Group which he attends monthly. Key points from the February meeting:

- A representative of SWAST had attended and explained about their "PPG". She was very keen to recruit more patients to join in. Please contact Peter T initially if you would like to volunteer
- The Umbrella Group is still depleted, with a few Practices unable to send a representative post-lockdowns. We expect full membership will be resumed soon.
- The Group is very committed to strengthening the voice of patients in the work of the NHS across Cornwall, and is going to embark on building wider links with other PPGs and similar groups
- We learned that some patients with hearing problems found that their Practices did not have a Hearing Loop - and reps were asked to check for themselves and feed back (nb PV and SHC do have them)
- PPG Newsletters are thought to be a good thing in encouraging patient involvement, and some Practices (esp Quay Lane, St German's) publish regularly. SHC had produced its own recently. It was agreed that a "project group" across SHC and PV could examine the issues together (eg cost, method of circulation, frequency etc) and report back on the best approach locally. Peter T will follow up with George Muirhead of SHC PPG (who was unable to attend this meeting because of holidays)

5. Q&A with SHC PPG

A good discussion followed, and both Groups are keen to try to increase membership - although this takes time. We were in agreement that each PPG must operate individually, but that cooperation on wider issues would benefit patients across the town. In due course it is hoped that

the two Groups might meet face-to-face. Brenda and David said that the Town Council would happily accommodate such a meeting at the Guildhall, Station, or Library. Next meeting of SHC PPG is on March 10.

6. Wider Health and Care Issues in the locality

In a quick brainstorm of ideas, the following were suggested for joint follow up:

- **Getting more views from patients.** Start with sharing of information on the Saltfest surveys plus considering the results from the national GP Patient Survey, and analysis of complaints. (Peter and Sarah to action). Brenda and David also encouraged meeting the public on Fore Street on Saturdays.
- **Are medicines wasted** because of repeat prescriptions?
- Resuming the debate on **the future of St Barnabas Hospital**

PV PPG Next Meeting April 5 at 6.30pm