

Port View Surgery

Patient Participation Group Minutes

Tuesday 5th Dec 2023 @ 5:30 – 6:30pm

Present: Mandy, Tony, Marie, Margaret, Gail, Marilyn, Julia, Pauline and Linda

Tina (Practice Manager), Angie (acting Chair) Dave (Secretary)

Apologies: Jennie, Sarah, Sally, Roy, Peter, Brenda, Rod and Jill

Minutes from the last meeting

Read and agreed.

Matters arising

None

Practice manager's update

Tina advised the group that there was currently a high level of sickness amongst the admin members of the team which was proving challenging. In addition, Tina is now also covering another practice manager at Rosedean Surgery for 2 days a week. Tina was asked what the current situation was with routine appointments, and told the group that there was a 2 week wait. For emergency appointments then same day slots were available but these were a finite number, as GP's are handling up to 30 or more phone appointments a day before they even commence normal slots. Although patients can book routine appointments online, this can be detrimental as if they ring the surgery, the patient advisors can often signpost them to a more appropriate service such as a pharmacy where they would be seen more promptly.

Rod's newsletter

Unfortunately, Rod was unable to attend the meeting however Pauline updated the group on Rod's good work. The consensus from those present was that the newsletter hit just the right balance to appeal to the potential target audience. It will give patients the opportunity to provide feedback on how Port View can meet peoples needs and will be a good opportunity to promote the "Patient first" document. The ways in which patients could feedback their comments could include sending an email to the PPG email in-box. The link to the newsletter could be sent out by text, in addition to being displayed in the waiting room and on the large TV screen. Overall, it was agreed that the newsletter was a well-conceived document and should be distributed sooner rather than later.

Patients First Vision document

The group discussed the Patient first document with action points 1, 2 and 3 being most relevant to Port View. The item will be discussed in more detail at the next PPG with Peter available to explain in more detail. In the meantime, Angie has kindly provided the following comments from Peter:

Action Group

This is the current state of play with the Health Action Group "Vision".

- The Vision document has been circulated as far and wide as possible, and we encourage PPG members to pass it to family, friends, colleagues etc - and to give feedback. So far, the feedback we have received is supportive and helpful.
- The Action Group meets again on 17 January, when we will be looking at progress on the 8 Action Points
- The Mayor has written to the chief executive of the Integrated Care Board (the NHS Commissioners) and to the chief executive of the Cornwall Partnership Trust (provider of community health care services) inviting them and colleagues to come and meet him and some Action Group members to consider the next steps of implementation
- The local ICB Director (Dr Andy Sant) is taking the Vision up with key link people at Derriford Hospital. He is a member of the Action Group.
- Action Points 1,2 and 3 are most relevant for PV Surgery and the PPG. Maybe you could ask Tina if the staff there have been briefed on the Vision, and encouraged to feed back their views? I hope Tina will also be able to outline how things are working with 1, how the Message will fit into other action on 2, and any further information on 3?

Social Prescribing

Mandy introduced the group to the new "Winter Wellbeing" booklet and distributed copies to the group, it covers a multitude of useful topics including top tips for keeping warm, winter fuel payments, vaccinations, keeping active, healthy eating, home share and handling stress. The booklet will be available in the Community Kitchen, waiting room, Age Concern and the library. Mandy also explained that help was also available on the 24/7 hotline who can direct callers to various organisations. There is also a Friday Forum and the Wesley Church. The numbers of people Mandy is helping has remained stable however she is now beginning to see some more complicated referrals. The increasing homeless situation was discussed including the assistance of the Health Hub in Liskeard.

AOB

There being no other business, the meeting concluded at 18:35 hours.

Date of next meeting - Tuesday 6th Feb 2024 @ 5.30pm in the Community Kitchen