

Port View Surgery
Patient Participation Group Minutes

Tuesday 22nd October 2019

Present:: Gail, Margaret, Sally, Chloe, Peter, Tony, David,

Stacey – Social prescriber

Angie (Chair),

Dave Bamber (Secretary)

Tina (Practice Manager)

Apologies: Lisa, Roy, Susan

Minutes from the last meeting

Read and agreed.

Surgery update – Tina

Tina advised that the appointments system was changing slightly in that the surgery can now book appointment slots with Saltash Pharmacy between 6:30pm – 8:00pm and on Saturdays between 08:00 and 12:00. These appointments are for minor issues such as bites and stings, UTI's, and coughs and colds etc.

A new telephone system will be introduced which has some minor changes including an option to allow a patient to be called back. The new system is more user friendly whereby the surgery staff can see an overview linked to the clinical system. This comes into force the first week in December.

LIVI

This is a new initiative which can be used on a smart phone or Ipad to access an appointment on screen with a real GP. This will free up appointments in the surgery for patients who do not have access to the technology. The on-screen GP will have access to the patients records to enable them to be diagnosed and treated safely. Although the new system is planned to go live from the 28th October, feedback from other surgeries will be sought before rolling out across Port View. Volunteers from the PPG will be welcomed to help publicise it in the waiting room etc.

PCN of the year award

We were awarded PCN of the year which was a feather in our cap when other areas are struggling to even get a PCN. Penny Atkinson PCN Chair and GP from Rosedean won the award of Clinician of the year.

Social prescribing

Stacey explained her role as the social prescriber for the locality acting as a signposting and referral service. Leaflets would be available in the waiting room along with a stand up banner advertising the help available. Patients can self-refer by booking an appointment in reception, there is no need to be referred by a GP, and they will be seen 4 times over a 30 week period. The initiative is funded by the National Lottery and is primarily for people between the ages of 18 to 65, but an Age UK worker will be recruited for the over 65's, and there will also be a drop-in

service available. Help for anxiety, depression, loneliness etc are the main service user groups this is intended for. Stacey advised that vouchers for the foodbank could be accessed via her, and that there didn't seem to be much take up in Saltash as opposed to Plymouth.

ECUG and other meetings

Umbrella Group - Angie and Peter attended the Umbrella Group on the 18th September which was the first meeting to be chaired by Penny Prisk. There were also representatives from Launceston, Tamar Valley, Rosedean, SHC, Oak Tree and Rame. It would appear as if other groups were struggling with membership with several anticipating changes such as Chair and Secretary. Peter added that Port View had the healthiest PPG in the Umbrella Group, with one practice blaming the lack of members down to the attitude of one of the GP's. It was also noted that Rosedean were having a bit of a tough time with staff leaving and difficulty in getting appointments. Angie has produced a report attached with these minutes.

Safer Saltash – Angie attended the Safer Saltash meeting with Rose from the SHC (who was representing the Dementia Café). Peter attended on behalf of PL12. Angie reported that she found this interesting and useful; a lady from the DWP attended and handed out some statistics which will be attached to these minutes.

Safe Spaces – Aim to re-establish safe spaces in the town and ensure surgeries can signpost people to them. Possibility of some PPG involvement with “Together for families”, further details to follow at a future meeting. There will be a walkabout after the next morning meeting on the 6th Dec which will take in the local hairdressers and nail bars etc where abused clients may be found. Peter noted that Saltash was the biggest town with the least number of problems and a low crime rate.

Representatives from Port View PPG including Lisa, Angie and Sally will be attending the PPG conference in Truro on the 14th November. Agreement was given for attendees to have access to expenses from the enabling fund.

NB: Since this meeting it has been announced the event will now be held at The Shire Suite, off St Nicholas Street, Bodmin, PL31 2DQ

AOB

Jean has retired from the PPG due to other commitments and the group extended their thanks for her contributions over the years.

David spoke on the Neighbourhood Plan consultation that has just finished and will forward further details to the group once finalised.

Tina advised that the number of patients registered at the practice has risen by 400 to 6,900.

Gail said she was surprised at the low attendance at the Shaping our future meeting at the Guildhall.

Marie updated the group on problems she had experienced with collecting prescriptions at Boots pharmacy; Margaret had also encountered issues with Boots who were having difficulty delivering items due to a lack of drivers.

Next Meeting – Tuesday 3rd December at 17:30