

Port View Surgery
Patient Participation Group Minutes

Tuesday 23rd July 2019

Present:: Angie, Tony, Sally

Lisa (Chair),

Dave Bamber (Secretary)

Tina (Practice Manager)

Apologies: Margaret, Gail, David, Susan, Roy, Peter

Minutes from the last meeting

Read and agreed

Surgery update – Tina

Tina advised that the surgery was presently going through a very busy time with staff and GP's taking annual leave. There will be a new receptionist starting in September. Also the Primary Care Network is adding to the workload. The survey results were discussed and it was agreed that the scores were very positive (copy attached to the minutes)

Umbrella Group

Lisa reported back that the last umbrella group was very small. Neil Parsons has taken on a new role. Gunnislake and Callington told the group that the attendance percentage for appointments was at 98.2%. A new agenda item was digital champions with the aim of getting more people on-line. The project for a link worker was moving forward with an expected start date of August. Lisa said that the fact both Saltash PPG's worked closely together was mentioned at the meeting. Overall it was a low key meeting. The current chair said she was leaving both the umbrella group and the PPG.

East Locality meeting

This took place the day before the umbrella group at Peninsula House, and Angie updated that although it was mainly medical matters that were discussed, she would continue to keep an eye out for things that we could help with. Tina reported that our Primary Care Network (PCN) neighbourhood would cover Saltash, Quay Lane and Rame and there would be one Gp and one manager asked to stand as a representative from each neighborhood. The PCN will also employ clinical pharmacists, physios, social prescribers and eventually a mental health workers and this new work force will be deployed to work in the 9 practices of the PCN.

Tina explained how the improved access (7 day working 8-8) was now going to be provided by the PCN. The PCN has various different ideas about how this additional capacity is going to be provided and those include: Minor Illness service at Saltash Pharmacy, Video consultations, Diabetes education programs and each surgery continuing to do the Extended hours cover they already provide.

AOB

Sally was welcomed into the group and passed on her thanks.

Due to summer leave etc it was agreed the next meeting would be held in October

Next Meeting – Tuesday 8th October at 17:30