

## **Port View Surgery PPG - Patient Participation Group**

### **Notes of Meeting held 26 January 2022, via Teams**

**Present:** Peter, Brenda, Gail, David Y, Peter (Chair)

**In attendance:** Tina (Practice Manager), Mandy (Social Prescriber)

**Apologies:** Dave B, Sarah, Marilyn, Sally, Roy, Jeanne

#### **Welcome**

Peter welcomed everyone to our first ever online meeting.

#### **Notes of Meeting held 30 November 2021**

These had been circulated in December, and were formally approved.

Mandy gave the good news that, because of changes in the service, she expects to be dedicated to working Saltash henceforward.

The Council decision not to close the Leisure Centre was noted with pleasure - this is a great opportunity for social prescribing.

#### **Update from Practice Manager**

Pressures on the Practice have become more severe, mainly because of the spread of Covid infections. This is not only affecting the numbers of patients infected, but staff are having to isolate quite frequently - which means fewer appointments available. Tina remarked that on one day recently only 3 new appointments could be made available at the start of the working day. It is taking longer to turn round work of all types.

Members of the Group understood this, and were appreciative of efforts being made to maintain a service. It was suggested that, if any extra voluntary input would help, Tina should contact members and we will try to respond as positively as possible.

#### **Controlled Drug prescriptions**

Based on her own recent experience of a monthly prescribed medicine not being available at the Pharmacy as expected, Gail asked if the system might have changed and whether other patients may be affected. Tina stated that there had been no change in procedures, and that the problems experienced were most probably due to the work pressures explained earlier. She will investigate and report back to Gail.

Tina suggested that patients should always report individual problems direct to the Practice, or to her personally in the case of complaint, rather than waiting for PPG meetings.

#### **Chair's update**

Peter reported that very little had been happening over the Christmas holiday period. He had now attended an Umbrella Group meeting in January, and explained that he had also taken over as Acting Chair because the elected chair has had to step back temporarily. The group is still very lively and informative, and well supported by the PCN. Some Practices have not been attending recent online meetings, and the administrator is going to follow up directly with their Practice Managers. Launceston, Tamar Valley, Port View, and St Germans are the consistent contributors. A new delegate from Saltash health Centre joined this time, stimulating a very good discussion about future activity. Peter is going to meet him in person soon, and it may be that some collaborative working in Saltash may become established. The Group supported this.

**Next Meeting:** March 1st at 6.30pm on Teams