

Port View Surgery

Patient Participation Group Minutes

Tuesday 1st November 2022 @ 5:30 – 6:30pm

Present: Peter, Angie, Sarah, David Y, Brenda, Marilyn, Gail, Dave B, Trevor

In attendance: Tina, Mandy

Apologies: Tony, Christine, Roy, Amber, Sally

Minutes from the last meeting

Read and agreed.

Matters arising

Primary contact with primary care. Angie has produced a PowerPoint presentation which Tina will add to the website and on the waiting room TV screen. Angie updated the group that there was support from the Saltash Health Centre (SHC) PPG.

Information/suggestion box – This will go back in the waiting area and Tina will print off the leaflets.

List of members – 4 members have so far completed this paperwork; Tina will hand out more.

Friends and Family Test – Very good results again which Tina will circulate, and add to website

Meeting with Chair of Integrated Care Area – Peter and Brenda attended an informal meeting with the Chair, Dr Sant. The overall impression was that all surgeries in N and SE Cornwall were experiencing similar difficulties. Peter and Brenda highlighted that although we were close to Plymouth we are in Cornwall, and similar size towns such as Launceston had better facilities, even their own hospital. It was difficult for some patients in Saltash to get to Derriford and the Cumberland Centre. It was also impressed upon the Chair that Port View was struggling now with the number of new patients. Dr Sant was aware of the St Barnabas issue and the new Treledan housing estate, and will join local planning meetings/involve patients. It was an encouraging first meeting.

Meet the Councillors - PPGs failed to join the October session in Fore Street. Next one is 10am on Saturday 12 November. Peter and Marilyn indicated they would be able to join - and other PPG members are welcome. The aim is to give out information about our work, and to use the Friends and Family survey to collect views.

Updates

Practice Managers Update

Staffing situation still problematic, despite ongoing efforts to recruit another GP. Most available doctors seem to be opting for locum positions or salaried posts, which is only adding to the difficulties. Port View GP's are working long hours, often late at night which is unsustainable in the long term.

Joint covid clinics have been held with SHC although it appears many people have gone elsewhere for their jabs, similar situation with flu jabs. Port View has exceeded its targets to ensure 70% of vulnerable and over 65's have received their flu jab, achieving an impressive 82%.

Sarah updated the group on a recent experience she encountered at the surgery, whereby a patient was being awkward, however the Patient Advisors handled it extremely well.

Tina highlighted the continuing difficulties facing Derriford with ambulances having to queue outside etc.

Social Prescribing Update

Mandy explained her role to the new members of the group. The caseload is steady at below 100 people spread across the two surgeries. It is anticipated this will increase with the onset of a difficult winter ahead. The new social prescriber, Amber will be dealing more with the under 65's. Mandy advised that she will be at the Kitchen every Wednesday, and it is a designated warm space. An event was held at the library (also a warm space) although there was not a lot of footfall there were a number of voluntary groups there.

David suggested handing out leaflets as people arrived at these locations, noting that only a quarter of eligible people on a pre-paid meter have claimed their energy voucher, and only have 90 days to claim it.

Chair's update,

Peter is working closely together with Angie and Gail at joint meetings with the SHC PPG. There is a meeting in December with practice managers and GP's to discuss priorities, and if anyone has any suggestions please let Peter know.

A meeting was also held recently with Peter and George from the SHC PPG with the Conservative MP Sheryll Murray which went well - covering a wide range of problems, including dentistry and social care. During the meeting which lasted 1 ¼ hrs Mrs Murray said if we have a project in mind which the Doctors are also supportive of, she will throw her weight behind it.

St Barnabas – when it closed 7 years ago, a project was set up to think about its future which Kate Mitchell was later to lead. This ceased with the onset of the pandemic. There is however a wider review to take place involving all the NHS buildings in the area. It was agreed we should have a big voice in this project to think about how more modern services could be provided.

Peter reiterated that although the review of St Barnabas will not be restarted, the wider review of NHS buildings will provide a good opportunity for us to present our needs.

AOB

There was a discussion surrounding recent difficulties obtaining repeat prescriptions, and Tina explained the system whereby the GP sends the prescription to the cloud. This is sent

immediately and is available for the pharmacies to download, however it is then up to the pharmacy staff when they choose to download it. There have been instances where items have gone out of stock and even where the replacement items have also gone out of stock. This causes difficulties when the GP sends a prescription to the pharmacy, the pharmacy then advise the GP the item is out of stock, and then the GP has to change the item and send it back to the pharmacy. Agreed that a better system would help patients.

There being no other business the meeting closed at 18:40

Date of next meeting - Tuesday Jan 17th 2023 @ 5.30pm