

Port View Surgery

Patient Participation Group Minutes

Tuesday 3rd May – Community Kitchen Fore Street @ 6:30pm

Present:: Angie, Sally, David Y, Gail, Sarah, Mandy, Tony

Peter (Acting Chair)

Dave Bamber (Secretary)

Apologies: Tina, Roy, Marilyn, Christina, Brenda, Marilyn

Minutes from the last meeting

Read and agreed.

Introduction

Peter welcomed the group and commented on a good turnout for our first in person meeting for some time.

Surgery update

Tina provided a written update in her absence and outlined that not much had changed since the last meeting. The practice remained extremely busy due to staff shortages and illness however all key functions were managing to cope with the added pressures. All present wished Tina a speedy recovery.

Sally pointed out that the staff were doing an excellent job under the circumstances, and Sarah added that the locum Doctor lady that she saw on the 13th of April was excellent. It was also agreed that E-Consult was working well. An extremely well written and informative article written by a new Patient Advisor (Natasha) was passed round and received very positive feedback from the group. It was discussed how to best publicise the article and some of the ideas were to display it in the surgery, on the website and possibly approach the Saltash Observer and the Cramleigh magazine, possibly splitting the article in to two different segments for alternative editions.

It was still the intention to continue raising the profile of the PPG and SHC PPG have indicated they would like to have a joint presence in Fore Street for upcoming events.

Social Prescribing

Mandy updated the group on the fact that the Hub was now available on certain days to enable those people who are socially isolated or nervous to get together in a safe and sheltered environment. There will be a sign outside and people to welcome them in and a small private area to help people acclimatise in a safe place There is a new volunteer, a retired nurse who is helping in this project. Peter will follow up to see if the group outgrows the current space if there is scope to move to a slightly larger venue. There is also a bereavement group that meets on a Friday at Ashtorre. Mandy explained that there is a need for volunteers to help the elderly get out of the house, and also for someone to drive them. It was noted that the Doctor's are on board with these schemes and will signpost people through the suitable channels.

Acting Chair Update

Peter and Angie were unable to attend the last Umbrella Group meeting, and the minutes have yet to arrive so this will be relayed at the next meeting.

Peter will be looking at any projects that will help find people for helping out on future projects such as the Mayfair. The survey form has now been finalised by Angie and was passed around the group, it is a combined survey between PV and SHC. A similar format can be used for the Regatta etc. If anybody has any ideas for future surveys, please let Angie know. Angie also passed around a leaflet highlighting the work of the group. It is hoped for a more cohesive way of working with the SHC whereby there will be no need for separate stalls/gazebo's etc, and volunteers can attend on a rota basis.

AOB

Dave B advised that Lisa and Jean have resigned from the group and he was still waiting to hear from Marie and Margaret.

Sarah mentioned that she does prefer the in-person format for meetings, and it was agreed to carry on meeting at the Community Kitchen whenever possible in the future. It was also decided that the time of 6:30 was slightly late for some people, so it was advised that future meetings would commence at 5:30pm. Peter will discuss this with Tina.

There being no other business the meeting closed at 19:30pm

Next Meeting – Tuesday 7th June 2022 @ 17:30pm location TBN

Attachments: Working life of a Patient Advisor – from Natasha, Port View Surgery.