

Port View Surgery

Patient Participation Group Minutes

Tuesday 7th June – Community Kitchen Fore Street @ 5:30pm

Present: Angie, Sally, David Y, Sarah, Tony, Peter (Acting Chair), Christina, Brenda, Marilyn

In attendance: Tina, Mandy

Apologies: Roy, Dave, Gail

Minutes from the last meeting

Read and agreed.

Introduction

Peter welcomed the group and commented on another good turnout. Venue proving very convenient.

Surgery update

Tina said that, after the 4 day break at the weekend, pressures had been massive this week - with a peak of 42 patients in the phone queue, and taking about 2 hours to call back.

A re-jig of the nursing team is taking place just now.

Tina then explained about consultations on the PCN's proposed Enhanced Service from October. It was agreed that the survey should be offered to all patients, with a covering note explaining more clearly what the new service would entail, and how it differed from urgent care.

In response to a question, Tina explained that the NHS App is being updated to provide more information to patients who have "full" access to their records (which can be done by signing a form at surgery), and Patient Access also has up-to-date personal information, eg Test results.

Acting Chair Update

Key points:

- Umbrella Group - All but one of the East Cornwall Practices are now attending
- St Barnabas Project - Progress at last. Peter and the Chair of the Health Centre PPG have been invited to tour the building, and will be joined by the Project Manager from the Commissioning Group. Tina asked Peter to follow up the potential use of spare space in the building by PV - hitherto met by silence from St B!
- PPG Budget - Peter reported that we have £175 available. Quite soon we will need to decide whether to commit this to publicity. Further fundraising ideas welcome.

Social Prescribing

Mandy reported that referrals from PV had plateaued at about 40 patients, but that drop-ins to the Health and Wellbeing Hub in the Community Kitchen were now at least 15 per week. Excellent progress, but difficult to handle - suggesting that other venues may be needed. Despite this

apparent success, Mandy said she did not have evidence as yet that the service was actually reducing patient demands on the Practice.

Partnership Group with SHC PPG

Peter, Angie and Gail have now attended about 4 meetings, and things were working well. Key points:

- May Fair survey - Angie outlined what had happened on the day and gave a summary of the numbers responding. A higher proportion of PV patients would recommend the Surgery to family and friends than SHC patients. Overall, feedback from PV patients was positive. Peter read out a number of written comments, and these will be passed on to Tina.
- Publicity - Peter reported on discussions with the Editor of the Observer re a regular column, which will be followed up with SHC PPG. Members thought that other publications, plus Gateway Radio, should be approached too and a Facebook page established.
- "Meet your councillors" - This is a monthly session for 2 hours on Fore Street on the second Saturday of the month. Peter and a rep from SHC PPG will be joining on 11 June, 10-12 noon, using our banner, survey forms and leaflets - to be organised by Angie. Thanks to Brenda and David for facilitating this.
- Angie reported that she and the chair of the SHC PPG (a retired headteacher) were approaching the School to try to interest sixth formers to take an interest in healthcare issues and join PPGs

AOB

David suggested that we ought to think about the impact of the rapid developments at the new Treleden estate - next agenda.

Next Meeting – Tuesday 26 July 2022 @ 17:30 at 8 Fore Street (if needed)

AGM to be held on 6 September 1730 at 8 Fore Street