

## **Port View Surgery**

### **Patient Participation Group Minutes**

**Tuesday 26th July 2022 @ 5:30 – 6:30pm**

**Present:** Tina, Angie, David, Brenda, Marilyn, Sarah

Peter (Acting Chair)

Dave Bamber (Secretary)

**Apologies:** Gail, Roy, Sally, Mandy

#### **Minutes from the last meeting**

Read and agreed.

#### **Matters arising**

Peter updated that he has spoken to the editor of the Observer who is happy to incorporate future articles - Jay from Tamar Pharmacy has agreed to sponsor these.

#### **Practice Managers Update**

Tina provided a verbal report on the results of the patient survey, alongside a written response which is attached to these minutes. The main points to stress are that the call back system on the phones is still resulting in long queues with sometimes up to 20-30 people waiting. The surgery has never really stopped face to face appointments throughout the last 2 years, with a variety of ways to book ahead, including by phone or on-line.

Peter distributed an article from the "Which" magazine highlighting problems getting an appointment (attached to the minutes).

The surgery is experiencing staff shortages due to illness and leave. Covid/Flu vaccinations will be carried out by the PCN at the railway station in October.

#### **Primary Contact with Primary Care**

Angie attended a joint PPG with the Saltash health centre. There is a need to explain to patients how primary care has changed, and to help get the message across, Angie has prepared a presentation on what to expect (attached to these minutes). It also explains how to get in touch which is demonstrated by an easy-to-read flow chart. If any member of the group has any feedback or comments on this, please direct them to either Angie or Dave B.

It was discussed that the current care navigation leaflet is not easy to find on the website and needs updating. Tina advised the group that there is an ongoing project with Healthwatch Cornwall reviewing all surgery websites in an effort to standardise them.

#### **Social Prescribing Update**

The group wished to pass on their thanks to Mandy for all her hard work and good effort, which was much appreciated by everybody. Mandy was unable to attend the meeting but did send the following comprehensive update via email:

*Current caseload over 100 plus regular attendees at the Wellbeing Chat and Natter at 8 Fore St of 15 - 20. Every 2nd Wednesday we now have funding for an art - based activity, which will run alongside the usual drop in - this will be optional to join in. This will be free to participants but donations welcome.*

*The second social prescriber who worked in Saltash has now ended his contract and a 'Health and Wellbeing Coach' post has been advertised. this has had minimal impact on caseload, but it is anticipated this will change moving into Autumn and Winter.*

*I have started to network more with other groups and have attended sessions with the Saltash Age Concern lunch group (45 members) some of whom are already social prescribing clients. I am also offering a similar drop in to Abbeyfield Care Home where I have been invited to attend one of their resident meetings to discuss social prescribing.*

*Age UK Cornwall are funding a 'Golden' Harvest event to celebrate 50 years of the organisation in Cornwall. The plan is to use a venue in Saltash for the event which will bring together older people from across the East Cornwall footprint. Transport will be provided, and it is intended to offer food, drinks, music and an activity on the theme of Harvest. This will probably be in mid-October and the aim is for this to be free of charge to participants.*

*I have recently completed a health coaching training course through TPC Health funded by Cornwall Hospitals Foundation Trust (CHFT) to enable me to use a health coaching approach with clients.*

*The library have a wellbeing themed month coming up in August and I am hoping to have a drop-in session to coincide with this sometime in August date to be decided.*

*We are still looking to recruit into the 12 weeks free membership of Saltash Leisure centre for inactive 50+'s from the area who are interested in participating and using it to kick start increased activity levels in this age group. We are hoping to run a Step into Wellness course in Saltash in September which is a 6 interventions programme run through Age UK Cornwall. This focuses on mind, body and social health and is delivered by trained facilitators and volunteers. It is hoped we can get a group of 10-12 for a face-to-face programme. This has been advertised on noticeboards around Saltash and in the practices.*

### **Implications of Treledan Development**

David Y highlighted the issue of the implications of the new Treledan development, and what the impact on the two surgeries in Saltash would be.. Tina pointed out that residents new to the area could not be refused registration with one of the surgeries. This in itself will be problematic, as Port View already has a growing list of over 7,000 patients since the list was reopened in April.

### **Acting Chair's update, inc partnership with SHC PPG**

Peter, Angie and Gail have attended recent meetings with SHC PPG members. Their numbers are increasing, and it was reported that Doctor Morris attended their last meeting. They would like us to have a joint meeting, with a GP from each of the two surgeries attending. The purpose would be to examine where cooperation would benefit local citizens.

Peter has also been concentrating on publicity.

### **Preparations for AGM - 6<sup>th</sup> Sep 2022**

Peter will be distributing a note prior to the AGM seeking volunteers for the roles of Chair, Acting Chair and Secretary, along with a copy the constitution of the group.

### **AOB**

There being no other business the meeting closed at 18:30pm

**Date of next meeting - AGM - Sept 6 @ 5.30pm**