

**Port View Surgery**  
**Patient Participation Group Minutes**

**Tuesday 30<sup>th</sup> November 2021**

**Present::** Sally, David Y, Gail, Jean, Sarah, Brenda, Mandy, Christina

Peter (Acting Chair),

Dave Bamber (Secretary)

Tina (Practice Manager)

**Apologies:** Roy, Angie, Marilyn

**Minutes from the last meeting**

Read and agreed.

**Introduction**

Peter welcomed the group and commented on a good turnout. It was mentioned that under the current circumstances, and with the number attending, it may be necessary to hold future meetings on-line via Teams. It was highlighted that minutes of previous meetings could be accessed on the PPG page of the Port View website.

**Surgery update**

Tina advised the group that the practice was extremely busy at the moment and there would be a couple of new staff joining in the near future, including a patient advisor, and interviews for a new practice nurse will be held next week. The new incumbents will require lots of training, something Tina is keen on to invest in the staff, The surgery was down a GP currently, but this was being overcome by the use of nurse practitioners. The surgery has also been utilising the Livi app which enables patients to see a GP online and have a 15-minute appt. It has proved to be a really good service with the opportunity of a dedicated Port View session once a week. It can be accessed by telephoning a patient adviser at the surgery who will book you in and you will then receive a call back from the Livi GP. Members of the group agreed that they have personally had a good service by utilising this system. Tina was asked what the likelihood was of sourcing another GP in the near future, and she advised that the position was being advertised, but prospects uncertain. Tina then handed out an overview of (formal written) complaints received at the surgery over the last year which unsurprisingly under the current climate was up from one last year to twelve this year. It was unanimously agreed by the group that this was in fact commendable and overall feedback was excellent. Peter thanks Tina and asked if any identifiable trends could be identified for us in future.

**Social Prescribing**

Peter introduced Mandy to the group as the new social prescriber whose area covers Port View. Mandy explained the ethos of social prescribing and handed out a flyer which detailed the idea of personalised care and the benefits it brings. These include the need for good housing, money for needs, social connections and hobbies and healthy activities. It was important for patients to take some responsibility and choose their own behaviour to determine better outcomes. It has been proved that patients benefit from targeted care, and this is why GP's signpost suitable patients to this service. Mandy pointed out a good example where a patient with COPD who lives in poor housing exacerbated by cold and damp is more likely to end up calling 999 and being admitted to hospital. Social Prescribing can prevent this by stepping in. Another very pertinent aspect at the moment is social isolation, after 2 years of shielding it can be difficult to reintegrate after lock down.

This can be overcome by setting up small local support groups with peer-to-peer help. Mandy explained her connections with the primary care network and Age UK, and that she covers Saltash for 2 days and will soon be covering Liskeard as well. Mandy highlighted such useful activities as U3A, evening classes and physical postcards to encourage mobility. The activities seem to be mainly reactive at present, but Mandy hopes this will soon become proactive with monthly meetings and support groups. Sally passed details of the Therapy Dogs Nationwide scheme she is involved with to Mandy.

### **Acting Chair Update**

Peter advised the group that during the pandemic whenever possible he has had virtual meetings with Tina via Teams, attended the Umbrella Group of wider PPG's and has been involved in a presentation on the integrated care system, community network panels and an on-line seminar covering all of Cornwall with speakers from the Council and the NHS.

### **AOB**

David Y expressed concern at the trend for funding for projects and activities seeming to dry up at the moment.

Peter asked how the group saw the future of the PPG and a discussion was held over the current post holders on the committee. It was agreed these would continue as they were for the time being, other commitments permitting.

Tina expressed her thoughts on the current number of PPG members in the waiting area for this meeting as it had been a good turnout, and the need for precautions over Covid. It was agreed to play it by ear with the possibility of future meetings having to be held virtually on the Teams app. Peter will discuss this in January with Tina and feed back to the group.

There being no other business the meeting closed at 19:25pm

**Next Meeting – pencilled in for 25 January, arrangements tbc**

### **Attachments**

**Overview of complaints**

**What is Social Prescribing**