

Port View Surgery PPG

Meeting held in Waiting Room, Tuesday October 26 2021

Present: Peter, Marilyn, Gail, Brenda Samuels, Sarah Redford plus Tina, Practice Manager

[Brenda and Sarah were attending their first meeting - both willing to be Committee Members]

Apologies: Dave, David, Christina, Sally, Tony, Roy, Jeanne Milton (who will be joining Committee)

Update from Practice Manager

Tina gave a verbal report, and answered our questions. Key points:

- 680 patients received flu jab last week, and more than half of them the Covid booster at the same time
- It is hoped to have more sessions on 4 and 18 Nov, and Dec 16 (subject to vaccine supplies being made available to Practice)
- A new Pharmacist, Katy Taylor, will take up her post next month, working Thursdays and Fridays. No luck in recruiting a GP and Practice Nurse as yet.

Tina also presented data from this year's national GP survey run by Ipsos Mori. A selection of patients is randomly selected to complete a postal survey. The results from Port View this year are very encouraging: the best ever!

In summary, Port View came out as the fourth best Practice in the whole of Cornwall, and in the top 3% nationally. PPG members were delighted to hear this, seeing it as a well-earned reward for efforts to keep the service to local patients going during a very troublesome period. It was agreed that the Practice and the PPG should now try to publicise these results. Brenda will follow this up for PPG, and Tina for the Practice in social media and website.

On the topical issue of the lack of "face to face" appointments with GPs, Tina also reported that the GP Data Dashboard revealed that the Practice numbers had only dropped from 58% to 49% during the pandemic, which PPG members also thought was encouraging, countering the negative publicity nationally in recent weeks.

Update from Acting Chair

Peter briefly outlined how PPGs in East Cornwall were in regular touch to share ideas and experiences. Also, that they were concentrating on trying to ensure that the voice of patients is strongly represented on the new Integrated Care Area Board for North and East Cornwall.

This is being followed up locally with a special online session on November 11 at 6pm to look at Health and Social Care which is being set up by the Cornwall Gateway Community Network Panel. Peter is involved in the planning of this, and would be happy for other PPG members to join in on the night. Please contact him. It is hoped that this will be part of a strengthening of community and patient voices in the operation of the NHS.

Future of PPG

Given that there were only 5 members present this time, it was agreed to defer consideration of our future organisation until the next meeting. Members had reviewed information on the PPG pages of the Practice website, and were broadly happy with current arrangements. We could consider online meetings on occasions to help patients who find it hard to travel to meetings.

Next meeting ** Please make every effort to attend**

Tuesday November 30 at 6.30 pm in the Waiting Room