

Port View Surgery PPG - Meeting 5 April 2022 Held via Teams

Present: Peter T (Chair) Angie, Brenda, David Y, Gail

In attendance: Tina (Practice Manager) , Mandy (Social Prescriber)

Apologies: Dave B, Sally, Sarah, Jeanne, Marilyn

1. Welcome

Peter welcomed everyone to the meeting (particularly Gail who was still unwell with Covid!)

2. Notes of previous meeting

These were approved, with no matters arising

3 Practice Manager's Update

Current situation Tina reported that the acute problem of staff absences due to Covid had returned, with consequent cancellations of clinics and restricted appointments, plus very long working days for GPs. PPG members understood the need to prioritise, and appreciated that cancellations were going to be difficult for individual patients. Still no luck with GP recruitment.

Tina pointed out that this situation was partly being handled by a process of lengthening appointment times with doctors, so reducing the actual number of daily appointments - as a means of taking pressure off everyone, and giving individual patients more time. This is likely to lead to a different policy for access to health care in the future, with more paramedics and nurse practitioners dealing with immediate contacts, more use of eConsult etc, and doctors concentrating on longer term management of treatments, and more complex work. It was agreed that the PPG would get involved in considering this in due course.

As more staff have been appointed, pressures on space in the Surgery have increased. A portakabin for admin staff in the car park is being considered.

CQC monitoring A lengthy process, but it had gone satisfactorily

Hearing loop Tina confirmed that this was functional, and agreed a notice should be placed in the waiting room about it

Role of Patient Adviser One of the team has written an article which, after editing by Tina, will be taken on by PPG for wider publication locally

Covid vaccinations There is no capacity to take this on yet because of staff absences, and patients are being advised to go to a Mass Vaccination Centre. Patients who are housebound or in residential care will be the priority for the Practice itself.

4 Social Prescriber update

Mandy reported that she is about to open the new Wellbeing Hub at the Community Kitchen, 8 Fore Street. This will take place weekly on Wednesdays, 10am to 1pm. PPG members encouraged to drop in.

Workload very busy generally.

5. Chair's Update

Peter reported that he had attended a meeting of the Health Centre PPG, which seemed to operate like ours, but currently with fewer members.

It is expected that two East Cornwall Practices will restart attending the Umbrella Group post pandemic.

Peter had been in touch with the Project Manager for the future St Barnabas. No immediate project of resuming work post Covid.

6. Proposed Partnership Group with SHC PPG

Peter, Gail and Angie will be the reps - first meeting 6 April. Everyone agreed that publicity to promote patient engagement across the town was the main priority at this stage.

7. Future Meetings

Agreed that we should move back to face-to-face meetings - but in a venue other than Surgery. Peter and Brenda will look into options (see decision below)

PV PPG Next Meeting Tuesday May 3 at 6.30pm in the Community Kitchen, 8 Fore Street