

Port View Surgery

Patient Participation Group Minutes

Tuesday 27th June 2023 @ 5.30-6.30pm

Present: David Y, Tony, Sarah, Rod, Sally, Gail, Angie, Trevor, Pauline, Tina (Practice Manager), Peter (Chair)

Apologies: Dave B, Brenda, Roy, Marilyn and Mandy

Minutes from the last meeting

Read and agreed.

Matters arising

Rod provided copies of a possible vision for a health/wellbeing hub for Saltash using the whole area including SHC, the Library, Leisure Centre, etc., which he outlined in an earlier PPG meeting. Currently this document is for internal PPG discussion only. Prior to this meeting it was agreed not to put it forward to the Action Group at this point.

Practice manager's update

- The promised Complaints data was distributed to the group by Tina. This is data collated every June showing written/email complaints received, whether or not they were upheld and associated resolutions.

Complaints are discussed at practice meetings as they arise, providing an opportunity to fully assess the actions required to resolve them. Additionally, Tina explained that no complaints referencing phone calls were upheld. All calls to the surgery are recorded and, if a complaint is made, it is possible for her to listen to the whole conversation before making the decision to uphold or not uphold the complaint.

The group was impressed that there were so few complaints listed, bearing in mind that document covered the period April 2022 – June 2023.

- At the last meeting Tina passed around information relating to plans for changes in primary care. She told the group that practices had been tasked with identifying how to implement these changes by the end of May. This period has now been extended to July. An associated meeting has been scheduled for 29th June, when all North and East Cornwall practices will discuss the changes.
- Tina confirmed that there has been no further movement on the plan to merge with SHC.

Social Prescribing

No report this time as Mandy was unable to attend.

Chair's update

Peter circulated notes of the Action Group meeting on 7th June prior to the PPG meeting.

- The group discussed the sections relating to the possible repurposing of the St Barnabas building. Initially Dr Andy Sant was tasked with closing the hospital, but has now recommended that it be retained, pending further investigation into the facilities/services it would be practical to incorporate on the site.

- The Action Group notes also referred to the short-term provision of beds somewhere in Saltash and to reconsider the use of the Peninsula House site. Dr Sant is again leading on this possibility.
- Dr Sant has also written an article for the Saltash Observer's next edition. This article will try to explain to the wider public how the future health provision options for Saltash are being actively pursued.
- The Action Group will meet again on 12th July and Peter will circulate the associated notes by email.

AOB None.

Date of next meeting - Tuesday 12th September 2023 @ 5.30pm in the Community Kitchen

Have a good summer!