

Port View Surgery

Patient Participation Group Minutes

Tuesday 6th February 2024 @ 5:30 – 6:30pm

Present: Marie, Margaret, Mandy, Marilyn, Pauline, Tony, Gail, Angie, Jane Marshall (new member)

Tina (Practice Manager), Peter (Chair) Dave (Secretary)

Apologies: Roy, Rod, Jill, Sally, Brenda, Jenny

Minutes from the last meeting

Read and agreed.

Matters arising

None

Practice manager's update

Tina advised the group a new TV had been installed in the waiting room and brand-new information included. The new information fits in well with the recent inaugural Port View Messenger which had been sent out by text link. The information included how to contact, how triage works, prescriptions etc.

Tina updated that extra funding had been allocated which had provided for 4 extra days of locum cover for 1 week. The workload of the surgery remains high with the increase of winter "bugs" doing the rounds. Tina has finished helping out at Rosedean but is now helping out 1 day a week at Boscastle Surgery, and 4 days at Port View. The surgery is gearing up for a highly likely CQC inspection, the first full one since 2018. No date has yet been announced. Tina confirmed that all the GP's are part time with Dr Harrison salaried, and Dr Booth and Dr Mathew partners. The other salaried GP is currently on maternity leave. Locums are filling various other shifts, and the surgery also has a Nurse practitioner and a Paramedic.

Tina confirmed to the group that the Messenger had been sent out via txt link to over 6000 patients who the surgery holds mobile numbers for. Angie pointed out a few alterations to be made on the next edition and it was agreed that the Messenger will be distributed 3 times a year. Pauline offered to work with Rod on devising the next edition with occasional assistance from Angie when able. Tony offered to help edit it if needed. It is aimed to have the next addition distributed in April/May this year with possible input from a Patient Advisor and some patients who had been successfully signposted. Tina will display some printed copies in the waiting room.

January Patient Survey

Marilyn and Angie, along with George from the Saltash Health Centre braved the elements and the cold to carry out a survey with pedestrians in Fore Street. Marilyn noted that the questions could be improved, and Peter will follow this up. answers gleaned were mainly yes or no answers. Most first contacts from patients were by telephone. This works well for Port View who prefer patients to telephone in so they can be successfully triaged to the correct

resource to deal with them, rather than tying up a GP appt slot if not needed. The main points from the survey are that people still like face-to-face appts, still prefer to see their own GP, ie many patients have not really adjusted to the way things are these days, Not many knew that some clinics were taking place at St Barnabas. A point that did shine through was that the staff at the surgery were always helpful. It was also apparent that it is important to keep talking to a wide range of patients to get all round feedback.

Social Prescribing

Mandy previewed a new social prescribing leaflet containing all the necessary contact details and explains in detail what social prescribing is, and all the benefits it brings. The leaflet still needs some minor work doing to it before it can be fully rolled out. There was a recent meeting with Cllr Hilary Frank at the Oaklands Community Centre with tea and coffee provided and various activities were on offer. Topics discussed were Mental Health workers, 1-2-1 work, confidence building, return to work etc.

Mandy advised that her case load was steady but not too onerous

Chairs report

Peter updated the group on the latest Health Action Group discussions but added that at the last 2 meetings there was not much NHS involvement. The Mayor has sent a letter to the Chf Execs of the Trust and the ICB to open up discussions on implementation of our plan. It is hoped for more NHS presence at the next meeting at the end of the month.

AOB

There being no other business, the meeting concluded at 18:40 hours.

Date of next meeting - Tuesday 2nd April 2024 @ 5.30pm in the Community Kitchen

*****Key purpose: to reflect on how we operate, whether improvements can be put in place, and roles to be filled*****