

Port View Surgery PPG

Notes of meeting held on 3 September 2024

Present: Peter, Brenda, Marilyn, Jenny, Pauline, Jane, Trevor

In Attendance: Tina, Mandy

Apologies: Rod, Sally, Dave, Sarah, Gail, Roy, Julia, Angie, Tony

Notes of previous meeting: Approved. Tina undertook to follow up the question of disabled parking on the road.

PPG representatives

Marilyn, Gail and Peter had been nominated to represent the PPG in between meetings, and Marilyn reported on a meeting held with Tina at Port View (copy of note attached).

Feedback on documents circulated for comment

(These covered written complaints, national GP survey, and Friends & Family results)

Most discussion centred on the GP Survey, where Port View had slipped down the Cornwall league table into a lower position than SHC and, particularly Quay Lane Surgery at St German's which was consistently in a high position - probably due to having the advantage of high income from its own pharmacy to underpin its staffing and salaries. Tina indicated that PV was at a specific disadvantage because it is marked down for not having developed website access to triage/advice/appointments - opting to maintain telephone access which patients seem to prefer. Members emphasised their continuing support for the PV approach. Tina warned that the Practice may be over-ruled on this by the NHS as national contract negotiations are finalised.

Practice Update

Tina confirmed that PV now had an additional clinical pharmacist working in the Practice, and new nurse had been appointed who is asthma-trained. Good news.

Tina also confirmed that the Practice Team meeting will take place next week, and will review progress and outcomes in the new appointment system. PPG asked to be briefed about this, and advised on the approach to seeking the views of patients before conclusions are reached.

Social Prescriber's Report

Mandy gave a quick overview of her work and how it was developing. She confirmed that the Carers Support Group will shortly be starting, on Thursday afternoons.

Chair's report

Peter explained that joint meetings with representatives of the Health Centre PPG had resumed. Next meeting September 20. An effort is being made by SHC PPG to invite our new MP along to hear from patients.

Peter also reported that a public meeting will be held on Saturday 28 September in the Day Room at St Barnabas Hospital firstly to look at what sort of charitable work could be undertaken in future as a development from the St Barnabas League of Friends. Secondly, the revised charity will be looking for new supporters, volunteers and donors to underpin its future work. Invitations to PPG members will be sent out in due course.

Finally, Peter said Rod Baker (who is still not well enough to attend meetings) wanted to recommend that the Practice should commit to sending out planned, regular updates on Facebook to keep patients involved. Trevor added that regular communication by other means was important too. (NB the Messenger will be restarted once the new appointment system has been evaluated)

NEXT MEETING TUESDAY 15 OCTOBER AT 5.30PM IN THE COMMUNITY KITCHEN