

Port View Surgery PPG

Notes of meeting held on 22 January 2025

Present: Peter, Jenny, Trevor, Angie, Julia, Gail, Pauline, Jane

In Attendance: Tina, Mandy

Apologies: Rod, Dave, Brenda, Sarah, Tony, Roy, Marilyn, Micky

Notes of previous meeting: Approved.

Practice Manager's Report

Good news - Dr Sarah Gilbert now has contract as salaried GP; use of locums continuing; replacement found for Kirsty, Advanced Practitioner. Better staffing position has enabled an increase in appointments in the last quarter. Demand still very high. RSV vaccinations will be taking place shortly (170 per month).

Bad news is that verbal abuse of PAs seems to be on the increase, and, despite procedures being in place to deal with this, staff are very upset by it. A trend of patients queuing at Port View at 11am is now apparent, and can be a flashpoint if no appointments available. Dr Colley still on sick leave, unfortunately. A local phlebotomy service has not been agreed yet by all stakeholders, and the overspill primary care hub at St Barnabas is only operating sporadically.

The numbers of patients who fail to keep their appointments is quite low, more for nurse appointments than doctors. But it would help if the number were zero. LIVI appointments difficult to measure for non-attendance.

PPG members discussed the abuse problem and made several suggestions which Tina noted and will consider. Members are willing to help in any way with the abuse problem - PV to ask PPG for assistance as and when. Ideas/offers from individual members invited.

It was agreed that The PV Messenger should be released to help with this. Issue 2 centres on the role of PA. Tina explained why it cannot be sent out to every patient by text, but will include it on the Practice website and Facebook page, and copies will be available in the Waiting Area.

Social Prescriber's report

Mandy stated that referrals to her are going up. Carer support development is going well, and a revamped CEPL12 service for Veterans is now going.

Chair's report

Peter highlighted:

- NHS consultation to take place at Guildhall on Saturday Feb 1st, stressing importance of good community support for improvements in the town. Full details to follow. Julia circulated a flyer. **Please attend - flyer attached to message**
- Health Action Group (will also be at Guildhall on Feb 1st) - there has been a recent update on Derriford's Care Closer to Home strategy which is strongly supported. The Action Group will seek a pilot project in the town. Next update in March.
- The new St Barnabas Charity for Community Healthcare (replacing the League of Friends) will also feature on Feb 1st. Details of what it might aim to do will be presented, but ideas for a flagship project to launch its fundraising are sought.

Members urged to participate in the event on Nov 1st.

Role of Secretary - Dave has had to give up the role, and has been thanked for his excellent work over the years. Please contact Chair if you feel able to consider taking on this role.

DATE OF NEXT MEETING - TUESDAY MARCH 25 AT 5.30 PM