

Port View Surgery PPG

Notes of meeting held on March 25 2025

Present: Peter, Jenny, Brenda, Angie, Gail, Rod, Marilyn, Micky, Sue, Sonia, Jill, Barbara, Suki

In Attendance: Tina

Welcome A warm welcome was given to Suki, Sue, Jill, Barbara and Sonia who have all recently joined the PPG

Apologies: Mandy, Dave, Tony, Sarah, Roy, Julia, Sally

Notes of previous meeting: Approved. Tina agreed to pick up the ongoing situation re verbal abuse coming from patients, and re Messenger, in her report

Practice Manager's Report

Blood tests - Tina gave full details of the number of blood tests being undertaken at the Surgery which is higher than is generally believed, and is prioritised for patients who cannot travel to Plymouth, or who are having a series of tests/treatments on the day. PPG felt this was an important policy, and ought to be promoted more strongly, eg on website, Facebook, and in the surgery. The Surgery receives the results of 150 blood tests each day, which consumes a lot of staff time. Arrangements for a local phlebotomy service at St Barnabas have not been agreed yet by all stakeholders.

Appointments - Surgery still cannot meet the demand in full, 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, but recently failure to attend nurse appointments has increased.

Communication with patients - the Messenger had been made available in the Surgery, and put on Facebook and the website, but this was felt by PPG to be inadequate, not being picked up by the majority of patients.

Verbal abuse of staff - This continues to occur. PPG agreed that this is never justifiable, and Tina undertook to present a "zero tolerance" policy more openly at Reception and elsewhere. Peter mentioned that other Practices in SE Cornwall were suffering the same problem, and Tina commented that some had encountered very serious issues.

Health Action Group - because Peter had been unable to attend the meeting on March 19, Tina outlined the main issues considered. Firstly, the Derriford representative had indicated that the Care Closer to Home policy would be starting at Liskeard, and that St Barnabas had been judged as not suitable for additional out-patient secondary care from Derriford. Therefore secondly, the challenge now is

to build up Community Healthcare services there, and this will be followed up by the Action Group.

Tina also reported that the redevelopment of the Health Centre into a new Health Hub for the town was stalled by lack of NHS capital.

Chair's report

Because there was little time left at the meeting, Peter suggested that PPG might meet again on a somewhat earlier date than usual, and that this would also help maintain momentum.

Role of Secretary

Peter asked for a volunteer to take on the PPG Secretary role, which is not onerous. Key tasks are: maintaining the list of members, and confirming arrangements and agenda for meetings.

Please contact Chair to discuss, if you might be interested

Social Prescriber's report - not available because of leave

Any other business:

- There is now a Pain Clinic at the Saltash Studios, just opened in Fore Street
- Agreed we should try to collaborate with Saltash Health Centre PPG to set up a "health stall" at May Fair.

DATE OF NEXT MEETING - TUESDAY APRIL 29 AT 5.30 PM