

## **Port View Surgery PPG**

### **Notes of meeting held on 22 October 2024**

**Present:** Peter, Marilyn, Jenny, Trevor, Sarah, Angie, Julia, Gail, Micky

**In Attendance:** Tina, Mandy

**Apologies:** Rod, Dave, Jane, Brenda

**Welcome** to new member Micky Winchester

**Notes of previous meeting:** Approved. Tina updated us on the question of disabled parking on the road, and Julia will follow this up in the Town Council

#### **Practice Manager's Report**

Tina told us how busy they have been, especially with the flu clinics and some staff sickness. She explained why the time for patients to call for routine appointments had been put back to 11am, and informed us that patients who are unable to be offered one would be sent a text the next day at 11am with a link for an appointment. PPG members welcomed this.

Tina referred to some possible developments arising from the work of the Health Action Group, inc blood testing in the town instead of the Future Inn, and the possibility of "overflow" primary care appointments to be provided at St Barnabas hospital. Full details available when the services are coming on stream.

#### **Patient Survey Report**

This had been circulated in advance, and the results were appreciated by PPG members. Issues from the discussion:

- Tina said that some patients are still reluctant to give reasons for their request for an appointment to the Patient Adviser - although this was not observed in the surveys. This suggests more effort is needed to communicate with patients about how the practice works. Messenger 2 needed?
- Although online booking would be efficient, it rules out the triage stage which is the main goal of the new system. PPG members support continuing with this .
- Continuity of care is very important for many patients and is difficult to guarantee nowadays. But the doctors themselves value this. Needs further attention.
- LIVI is used quite a lot, and the App is seen to be very easy to use. Practice team welcomes its use

#### **Social Prescriber's report**

Mandy outlined her current work and took questions, explaining her role in some depth. Carer support development is going well. Demands for mental health support are taking a lot of time, but are impossible to meet fully. Tina concurred from the Practice experience.

#### **Chair's report**

Peter highlighted:

- Health Action Group progress, with important meetings coming up in November to hear proposals from ICB, and in January on the important strategy for Care Closer to Home from Derriford.
- After a well-attended public meeting in September, proposals for a new focus for the St Barnabas League of Friends charity, including a new name, will be put to the AGM on November 18 at 2.30pm at St Barnabas. PPG member are urged to attend to support this.

### **AOB**

Angie questioned whether “well patient” checks are available locally, having heard that Tamar Pharmacy might be going to provide these. Tina indicated that there is no current programme, but individual patients can ask for specific checks. One to follow up later maybe?

**DATE OF NEXT MEETING - TUESDAY JANUARY 21 AT 5.30 PM**