



## MINUTES OF PPG MEETING 10 April 2019

1. New members were introduced and warmly welcomed.
2. Minutes of the previous meeting on 13/2/2019 were approved
3. Update From the Practice  
Results for the Quality Outcomes Framework show that the Practice achieved 100% compliance for the fifth year running.  
A lack of available nurses is leading to a nurse recruitment problem. This is likely to become worse during the summer months.  
A question was raised on whether patients can expect to discuss more than one medical issue during an appointment. There was discussion concerning the length of appointments and IC pointed out that the ten allotted minutes included the time spent on the computer both before and after the actual consultation. Patients are therefore encouraged to attend with one problem only wherever possible.
4. Report on DNA stats and interpretation  
DK circulated a record of DNA's, followed by discussion of reasons for non-attendance. The most likely reasons are for social and practical reasons which are beyond the Practice's ability to influence.  
The Practice will look into how they can make it easier for patients to cancel and will report back to the PPG. It may be possible to add something to the texted reminder message.  
It was agreed to publicize DNA statistics with an emphasis on the positive whilst still pointing out the importance of cancelling if unable to attend. These stats to be published in local community newsletters/magazines.
5. TAPS Group  
Having trialled meetings at the Town Hall it was noted that the Group will normally hold future meetings at TVH premises.  
NA expressed his thanks to the Practice for their support during his diagnosis and treatment, and also on behalf of the TAPS group members in general. He stated that the TAPS Steering Group wished to raise awareness of prostate cancer and of the TAPS Group. TVH is also keen to help promote this Group by assisting in publicising it in local papers, local TV, and making greater use of posters and flyers in parish halls and community buildings. Also flyers could be placed with phlebotomists, oncology departments and any patient contact points where they may be useful. This would target those people not yet diagnosed but having blood tests and GP consultations.

The Practice agreed to provide numbers of patients currently diagnosed with prostate cancer.

It was noted that TAPS was an associate member of both the national prostate cancer group TACKLE and Prostate Cancer UK.

6. Social Prescribing and Directory Development

DK has a volunteer to assist with form filling and this work is ongoing.

7. Bank Account Status

It was agreed that the existing PPG account be closed. As the appointed treasurer ST will open a new account with Lloyds Bank. It was **resolved** that the signatories be ST(treasurer), CG (chairman), RH (secretary) and MN (group member).

8. Aims and Constitution of the PPG

The group was happy with the structure, and after changing the word “audit” to “checked” the draft constitution was agreed. It was also agreed that in the event of dissolution of the PPG any remaining money is to be given to the Tamar Valley Health Practice.

It was noted that written permission to hold email addresses is required from Group members.

The two projects identified are the patient survey, and the ongoing promotion of the use by patients of System One. ST volunteered to lead the work for the survey and MN volunteered to lead the work to promote System One. Both would call on assistance and support from the group as required.

9. Updating PPG Website

The Practice agreed to investigate and where necessary improve the ease for patients to make appointments online.

The Practice will review the PPG information currently on the website.

10. AOB

Following a discussion concerning those patients diagnosed with pre and full diabetes LB confirmed that all new patients and those diagnosed within twelve months are referred to the DESMOND group. Patients with pre diabetes are referred to the Living Well group.

11. Date of next meeting is Wednesday 12 June at 1830.