



MINUTES OF PPG MEETING 12 February 2020

In attendance: PPG and Practice members.

Welcome/Apologies. The Chairman welcomed everyone to the meeting & apologies were noted.

1. **Minutes of previous meetings.** The minutes of the meeting on 11 December 2019 were approved.

Matters arising from the minutes:

Item 3. Notes are to be drafted about the implementation of membership structure.

Item 4. It was discussed and agreed that it would be labour intensive and impractical to display a list of those present at the surgery particularly as not everyone is there throughout the day.

2. **Update from the Practice.** The Chairman and the group were thanked for their part in securing a satisfactory outcome for two issues. The first related to a letter sent to an MP about reforms to the reimbursement system for drugs dispensed by NHS contractors and proposals for changing how community pharmacy contractors are paid for the drugs they dispense. The second issue related to developments in provision of primary care services. Changes proposed were felt to be in favour of PCN's that have no issue with recruitment of staff and therefore the area of Cornwall would be disadvantaged. It was commented that the current government appears to be sympathetic to the size of each practice and hence this should be considered going forward. Thanks also to a PPG member who has been attending meetings with the umbrella group about this issue.

There had been a long telephone call from the CQC during which the practice was ranked as good with some areas outstanding. There was very positive feedback about the support offered by the TAPS group chaired by the PPG chairman and also recognition for the 'Tic tac' initiative offering support for young people. Improvements to the practice have been made in staff training and complaint handling. The CQC were also impressed with an audit carried out to identify groups of patients that are considered to need extra care and both surgeries work towards best practice. Following the phone call it was stated that no actual visit from the CQC was necessary.

There have been over 5000 vaccinations for flu whereas the majority of practices have reduced their number. There is now a new pharmacist at Callington surgery one day a week and an increase in staffing levels to include pharmacists and physiotherapists are planned over the next three years to five years. Our PCN will be actively promoting screening in the future. It was asked what advice had been given about the new Coronavirus. Public Health England have offered advice should we have patients who have recently returned from China.

A new website is due to be launched that is intuitive and easy to use. Systmone Online will still be in use. An offer was made to 'user test' the new website prior to launching. There is also a new initiative called e-consult where it will be possible to consult with a clinician by email reducing the staff time on telephone calls.

3. **Reports and updates.**

TAPS. It was reported that meetings for TAPS are now held in the Town hall Council Chamber costing £15 for each meeting. Speakers for the monthly meetings have been planned although it would be good if more people were attending the meetings. Funding has been received from various bodies and TAPS are currently being supported by Tesco with the opportunity for shoppers to select TAPS over a twelve week period to receive a certain level of funding. TAPS will have a table in the foyer of Tesco on Saturday 15th February and will also be present at Callington Community Day in March. It was agreed that PPG leaflets and the patient questionnaire (item 4) would be made available for the Community Day. Pentillie Castle had contacted the TAPS Chairman to offer a table at a future event with the opportunity for TAPS to have a collection tin. Knowledge of the group appears to be spreading.

Bank account. Following PPG members resignations, the signatories for the account have now been changed. Two out of three are required on each cheque payment. Currently we have no online access to view the account. (We do not have debit cards).

4. **Patients Survey Project**

Following emails between PPG members, final changes to the questionnaire were discussed and agreed. Once finalised it will be put on Survey monkey and hard copies will be made available. A completion date of end March will be added to the Q.

An email to PPG members will be sent asking for volunteers to hand out the questionnaire in each surgery and to help if necessary with completion. More projects may be identified once the results are analysed.

5. **Publicity.** A list of email contacts were provided and 30 emails sent out seeking publicity but these received a limited response. Some who have responded have refused our request for advertising.

Some email addresses are incorrect so assistance was given to resolve this. It was agreed that initial news would be about the role of the PPG to include meeting dates followed by the 'Did you know that?' information written by a member of the practice.

6. **Any other business.**

It was reported that currently due to staff challenges, the dispensary is closed for an hour at lunchtime. This will be continued for the near future. Consideration will be given to the timing of the closure to maximise patient access to medication.

The next PPG meeting is Wed 8 April at 1830 in CHC.

The meeting closed at 19.50.