



MINUTES OF PPG MEETING 6th April 2023

The meeting was held at the Gunnislake Practice

Welcome. The Chair welcomed everyone to the meeting and apologies were noted.

1. Minutes of previous meetings - The minutes of the meeting on 2nd February 2023 were approved.

2. Update from the Practice

1. **Staff** – Practice reported that sickness and recruitment were still a big issue for the practice. Good news to report though that a Dispensary Manager starting wc 10th April
2. **Dispensary Changes**– changes were underway to make the dispensary more efficient –
 - a. A text will be sent when medication is ready to save unnecessary journeys for patients. It was noted that this had not been communicated to everyone so people would still turn up on the date stated by Systemonline
 - b. Medipoint now available at Gunnislake and more communications needed to ensure all patients aware and had registered
3. **Spring COVID Booster** – starting soon for 75+, immunocompromised and those in care homes
4. **End of financial year / New financial year**– Previous year reviewed and the practice had done well with what had been achieved. The new financial year includes changes including access to appointments, assessment of needs, resolve call first time (ie don't ask someone to call back – deal with it now!), PCN targets to run alongside inc patients to be seen within 2 weeks. If make targets there are financial rewards for the practice.
5. **Practice Targets** – baseline data to be sent by 12/05/23 and then improvement measured until end of March 2024.

3. Matters Arising –

Medication supply in excess of one month – The practice had sent an email after discussion at the last meeting, stating that 'The practice policy is 1 month at a time, this is complex but it has been shown to reduce waste, aid medicine compliance and financially we and the NHS couldn't afford to move to 2 or 3 months on every prescription. We do use 2 months for patients that have difficulty getting into the practice if the medication is appropriate.'

Confusion regarding appointments – Notes still to be amended and published. Meeting planned with reception team to discuss customer journey. It was asked if current notes could be published until improved ones created as this was still an issue.

ARMID– link removed but individuals that need links will be sent them directly via email when needed

Christmas Lights – request still outstanding

Airflow Test Availability – Practice reported that it depends on test required. Patient should contact practice to ask if this is possible. Action: PM to speak to patient that asked question

Reception Newsletter – Still need to get date for Committee to speak to reception team.

4. Feedback from meeting with Practice

Pros and cons discussed of different partners attending v continuity with one partner.

Various challenges for the practice discussed

Covid Spring booster – practice not sure if they need help yet as Care Home first.

Concerns raised by PPG included Systemonline giving incorrect date for prescriptions to be collected (now resolved), communication as FB messages only go to Callington and Gunnislake groups. List to be provided of other community pages in the area.

It was asked what the PPG could do to help? A number of things were discussed and it was planned to have a meeting in May without the practice to see what could be done to assist.

5. Callington Community Day

PPG attended for the PPG as did the League of Friends.. 25-30 stalls and PPG position not ideal though not many people around as the day wasn't advertised that well.

There were a few other events the PPG could go to such as Honey Fair, Chilsworthy & Stoke Climsland Fair.

6. Reports and updates

- Bank account status – Balance still at £353.02.

7. A.O.B.

- It was agreed to look at powerpoint presentation from LAB to amend logo
- It was reported that a niece of an elderly patient who lives in Callington had asked if she could pick up her medication from the practice rather than Lloyds as it is rarely ready on time and she has twice had to go to the practice for emergency medication, She is very independent so doesn't want to have her meds delivered whilst she is still mobile. As she lives within a mile of a chemist she isn't able to have her medication dispensed in Callington but it would be investigated if she be could be allocated as a Gunnislake pharmacy patient but still put prescriptions in and collect from Callington. The meeting closed at 7.30pm.

Date of the next meeting: TBC (Thursday June 1st at Callington Surgery 1830).