



MINUTES OF PPG MEETING 7th April 2022

In attendance: PPG Members and Practice staff. The meeting was held at Callington Surgery.

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

1. Minutes of previous meetings - The minutes of the meeting on 3rd February 22 were approved with one alteration due to spelling.

2. Matters Arising –

Newsletter –Articles for the Gunnislake Gateway June edition are required by 1st May. A member will interview the paramedic for the Newsletters and this could be used for the Gunnislake Gateway.

Action: To arrange interview in time for deadline

DNA statistics – Agreed statistics would be provided quarterly by the practice. An issue had been identified with this quarter's stats which is being investigated.

Action: To identify issue with stats

3. The acting chair read a report from the absent Chair.

Apologies for my absence which I think is the first time that I have missed a meeting since I joined approx. 2 and a half years ago. Thank you to the acting chair for agreeing to chair the meeting today and welcome everyone, especially to our potential new members.

Since we last met, I have posted on social media asking for patients to give us some feedback about their concerns about the Practice. We as the PPG were particularly keen to understand the information that is 'out there' that is in fact not correct, eg. that you cannot get a face-to-face appointment.

Response was good and resulted in comments both good and bad. There was praise for both surgeries but the feedback that was most concerning related to Gunnislake. Being kept outside whilst waiting for more than twenty minutes for medication was and still appears to be a big problem. There are some patients that report that their medication is regularly missing an item.

Unfortunately, having emailed the Practice with the list of concerns I did not receive any detailed response in time for me to capture anything on social media or to write an article prior to going on holiday. I do feel that we have recently started momentum in being able to engage on social media and by submitting newsletters to local areas. I now have six contacts where we could provide newsletters every other month to inform and engage patients. The trick is to ensure our response is timely and constructive.

We have a volunteer from the group to write a future article about a day in the life of our paramedic and another who has offered to visit a group called Callington new outlook to talk to them about the PPG.

I am hoping that with potential new members we can form ideas and have discussions about how best to use and involve the PPG. Sadly, a member has offered her resignation due to ongoing ill health. I sent her an email to thank her for her contribution.

If anyone is keen to take over the role of Secretary, an existing member is happy to be our treasurer. I hope everyone is well and hope to see the new and not so new members at our meeting in June. PPG Chair

The Practice had been unable to respond to the Chair's email before she went away but was committed to responding by the end of April.

4. Update from the Practice

New Clinicians – Three new clinicians due to start in the next 4 weeks; a new paramedic, a health nurse and a physician's associate, a new role which would require mentoring. It was hoped that this would help with the clinician hours lost due to recent GP retirements.

Child immunisation – CORF end of year and all targets met except child immunisation. Target 95% & actual 90% but difficult to make target as stats do not allow for exceptions such as parental refusal. It was asked if payments to the practice were reduced if targets are not made and this was confirmed as the case.

Digital Services – Funding was now available for digital devices of £1.50 per patient. This would allow the practice to offer more services and an update would be provided at the next meeting.

New project – TVH taking part in a project with PET Health called EPIC. It will provide a dashboard on patient feedback by trawling through social media feeds to get information on hospitals. As social media traffic for TVH is insufficient Launceston & Tamar Valley are sending texts to patients post appointment to gain feedback. One member said he had received a text before his appointment. This will be looked into as texts should be sent automatically after an appointment. Project will run until Oct 22 and Tamar Valley are hoping the information received will be useful.

LIVI – Reception can now assist patients by booking LIVI appointments for anyone who phones in.

Extended hours – practices now open on Saturdays from 9th April. Evening appointments will restart later in the month.

Phone System Audit – planned from next week for a month. Patients will be given 6 options when they ring in or asked to hold if options not appropriate. Data will be collected to see why patients are phoning in rather than using other methods to contact the practice. A member commented said that it can take in excess of 25 minutes for the phone to be answered and then all appointments for the day taken.

Action: The Practice will provide figures on wait times at next meeting

It was asked if TVH push e-consults. The response was that patients are encouraged from the website

It was also suggested that Admin queries should be easier to find on the website. HRT queries were increasing as medication availability a concern.

A suggestion was made re adding a message whilst waiting to encourage using admin queries or e-consults from website to reduce phone traffic. This will be considered.

The next vaccination clinic is planned for 23rd April giving boosters to priority patients.

A member asked if any Ukrainian refugees were at the practice. The response was there had been a meeting earlier in the week to discuss. Saltash & Tavistock surgeries were adding information to their websites.

5. Reports and updates

- Bank account status – Balance still stands at £374.02. No purchases since last meeting. The initial money came from an enablement fund of £250 & TVH had added £200.
- Posters – There is now a Poster/Print shop opposite the Town Hall should we require any more posters
- PPG Handouts – It was suggested we could precis some of the patient Q &A information provided for the local magazines and provide an A5 handout.

6. A.O.B.

- Gunnislake Pharmacy – There have been a number of complaints about the Gunnislake pharmacy; no acknowledgement/eye contact from staff when patients go to the hatch, rudeness, length of queues outside, incorrect medication given. Was there was a high turnover of staff? Several of the meeting participants agreed they had waited as much as an hour. TVH are aware of the issue which was mainly due to COVID and other sickness, 37.5 hours down of dispenser time & running behind. Callington had also had the issue due to the Lloyds Pharmacy in the town being closed as no pharmacist available.
- Computer Training – The Cornwall Rural Community Charity could provide training and work with social prescribers via a hub. It was asked if there was a hub in our area? It is thought a hub was being setup at the Tamar Valley Centre by the Tamara project. Age UK trying to set one up in Saltash & Torpoint too.
- Umbrella Group – A member said she had been to the Umbrella Group which was proving useful. She asked if TVH hearing loop was working & who should patients ask if they need help? Apparently the hearing loop is working well and reception can assist patients if required.

Date of the next meeting: Wednesday 1st June at Gunnislake Surgery 1830.