



**Tamar Valley  
Health  
Patient's Group**

*tvhPPG*

<https://tamarvalleyhealth.org.uk>

## Meeting of the PPG meeting on 6<sup>th</sup> December 2023 at Gunnislake

This meeting was held in Gunnislake  
Laura-Anne acted as Chairman and opened the meeting  
and welcomed everyone.

### **Minutes**

The minutes were approved.

### **Matters arising**

Mark talked about the Pharmacy. The number of delivered meds are 25,000 and over 150 people a week use each Medpoint. He told the meeting that although the Medpoint was extremely expensive to buy and costing several thousand a year to maintain, it was a huge help to bringing down the queues at the pharmacies. However, there are still too few who would use it.

Mark explained that deliveries for bank holidays are difficult and reminded the meeting that patients were obliged to make arrangements for that. It was suggested that the drivers would work the Saturday before but, of course, this is expensive with overtime.

He suggested there might be a Patient Survey Away day where the group can help people and the results would be viewed by many factions.

. **JR** said she would send them out to the group as requested.

There is a move to set up a new phone system in Callington which would be internet based and cover more calls. At the moment there is no Ring Back service but after this present contract is finished, there will be the chance for ring back and with the surgery number displayed. Mark reported that at the moment the appointment scheme was working much better now because there were more lines open.

We have done 5,600 COVID vaccinations in Winter program, which is 1,500 fewer than last year although last year had the 50-64 years age group in it. Improvements must be made now it is coming up for winter.

It is hoped that planning will be granted for an extension of the Callington surgery pretty soon

There have been many improvements to the surgeries, painting, decorating and also to the waiting room door at Gunnislake.

On Monday, 11<sup>th</sup>, a new Doctor will start at Callington. There are already 2 new ones.

The new catchment area has been approved and will start in January. But the present patients of the practise will remain on the TVH list.

### **PCN**

2 more Paramedics are needed. There are already 2 in the practise and have proved to be very popular and efficient.

### **Any Other Business**

It was asked if the chair situation could be improved at the Gunnislake Surgery. The present Chairs are very uncomfortable and the room cold and desolate. Mark will see what he can do.

Peter wondered why a 78 year old man had to pay for meds because of the time it takes for the hospital to inform the surgery of either a new prescription or change an existing one. They still write letters.

It was asked what the clinic next door to the Callington surgery was and was it used full time? **LB** said it was the Callington Community Clinic where the district nurses and midwives work.

It was asked at what age the free 'Flu vaccines were offered. Mark said it was 65 on March 30<sup>th</sup> 2024.

Mark talked about the provisions of the practises and said that things like ear syringing and dressings would no longer be offered. It is very time consuming and could actually be done by the pharmacies.

The meeting was closed and the date of the next meeting set for  
**Thursday 1<sup>st</sup> February 2024 at 6-30pm at Callington**