



<https://tamarvalleyhealth.org.uk>

## Minutes of the meeting of 4<sup>th</sup> April at Gunnislake

The meeting was opened by the acting Chairman who thanked everyone for attending.

### Minutes

The minutes of the last meeting were approved with one amendment. The name of the new Treasurer was wrong.

### Matters arising

**Reupholstery** – a quote for £2.5k had been received from Andrew Marks which was considered reasonable. The surgery were now awaiting funds.

**Callington Decorating** - Will complete in 6-8 weeks including widening the doors.

**Callington Dispensary** – This is much smaller than the Gunnislake equivalent and too small for staff. It is intended to use a space in the carpark to extend providing an extra 30sq m single storey build. It is hoped that planning will be complete by the summer.

**Ear Irrigation** – MS asked for feedback from DL as her husband had been part of the trial. DL said that her husband had had the micro-suction procedure which felt odd but worked well and he was happy with the process and the practitioner. MS said that this process enables the taking of photos and will be £49. This money will be used to fund HCA blood hours as bloods not in the GMC contract but the practice would like to provide the service. It was noted that Future Inn although busy is not always offered to patients as an option. **Action** – MS to speak to SE to ensure this option is offered in future. Info on ear irrigation will be on FB later in the month

**Travel Vaccinations** – The pharmacy will soon start offering travel vacs as they have been authorised. A Simply Book system will be used to pay in advance based on vaccinations needed. It is intended to start this service in May

**New PPG email address** – There is now a new email address [tvhppg1@gmail.com](mailto:tvhppg1@gmail.com). ST has been removed from the website and FB and the pages updated with the email address.

## Practice Update

MS reported the the Easter period was busy and staff worked on the Saturday in the dispensary. All doing extra or longer hours to catch up.

**Staff** - A few GPs off on maternity etc Dr Porter is on extended sick leave. The practice has a good list of locums to call on including Dr Chorlton.

**Pharmacy** - Med deliveries will not happen on a bank holiday and the drivers not happy to work the Saturday. As there is too much to move to the next working day (usually Tuesday) then patients will be asked to order in advance. LAB suggested ordering 2 months supply if the next delivery would fall around a bank holiday. A message could go on the delivery repeat slips. **Action** – LAB/MS to organise.

**Funding** - NHS have released new funding so the practice will get an extra £41k to pay for increased costs and 9.8% increase on the minimum wage. However, £12.20 minimum wage will cost £44k. All other employees will get a 2% pay rise. It was noted that 99.2% of GPs refused their pay deal. More GPs are applying for posts as other practices are having to cut down on casual staff because of the cost. TVH have money put aside but other practices are not as organised.

**Vaccines** - COVID boosters will start in April for the over 75s and immune suppressed. 30 000 doses expected. Next flu boosters due in Oct 24, which is a month later than 2023. Shingles vaccine for over 70 underway with some from 65 being added to the list.

Phone system – LAB reported that the new cloud based phone system was planned for implementation at the end of June. A site survey was planned for April. This would provide better functionality with the key features including the ability for call backs but keeping your place in the queue, which is now a contractual obligation from Oct 24. Many more options which will help the practice and patients are included.

**E-Consult** – There is now a new e-consult system called Accurx. Accurx consultations are reviewed by a TVH clinician whereas Livi could be any NHS clinician. MMc asked why there are missing appts in the NHS app. LAB explained phone calls are not included. MMc said it was difficult for working patients to take calls for appts. LAB suggested that patients ask for an after 4pm appt. MMc asked if it would be more efficient for one Dr to do all the phone calls so that GPs aren't trying to cover appts and calls. LAB said that the remote GPs often do this but for continuity of care it was important for other Drs to do calls too.

## PCN Update

LAB said that a survey re enhanced access clinics and what is useful for patients had been completed. She would like to rerun the survey and asked for help to complete this. **Action:** All

## Treasurer

JW said there is no change to the account and it currently stands at £377.

## Any Other Business

JW said that a patient had asked if it was possible to get a disabled space allocated by the council outside the surgery. **Action:** LAB/MS to investigate, though thought unlikely as not an individual home.

DL asked if med reviews still happening as she and a couple other patients hadn't been invited for one in 2024. **Action:** LAB to check

LAB said the practice would be closed on the afternoon of 16<sup>th</sup> May for staff training. Locums would be available for emergencies. The Partners are running the training and this will include a section on chronic pain & the pain café website. The PPG were invited to the training & a few people said they would be available to attend. **Action:** LAB to send an email to invite PPG members.

JW talked about the Callington Community Day on 27<sup>th</sup> April which can be used to raise awareness of the vaccination clinics. Someone needed to look after the PPG table. **Action:** JW to email to ask for volunteers.

PH asked if the practice pay for texts as he was getting less texts and wondered if this was to save money. LAB said that the ICB pay for text services & she would check to see if there was an issue. **Action:** LAB to investigate.

PH gave some feedback to MS about SystemOne. It appears to allow practitioners to add same drug twice which allows patients to order more than they should. **Action:** MS to check

There being nothing more to discuss, the meeting ended. **The date of the next meeting is 6<sup>th</sup> June in Callington.**