



Minutes of the meeting held on September 5th 2024

The Meeting was opened by the acting chairperson The minutes of last meeting were approved.

Minutes of the last meeting.

The minutes have been approved

Matters arising

We talked about the possible PPG stall at the Honey Fayre on 25th September. We haven't booked a slot because we needed the answer to whether we would be insured or not. Until she knew that, and had proof, they would not allow the booking. The Practice said that indeed the insurance would cover that and the group will book the next day. We wanted to know how many helpers would attend and there were 4 so far. We will provide the gazebo.

PCN

The Operations Manager visited the group to discuss the new changes concerning the practice and patient management.

There will be an overhaul of the appointments system and the receptionists will use a Triage system in order to direct a patient to the most appropriate clinician. A specific questionnaire will be asked of the patient.

In November, all requests for visiting a GP will be able to go through any medium, such as phone, email, etc. This system is used in the Launceston practice to good effect and it is hoped that it will be well received in the TVH. PPG is urged to publicise this in all the local groups.

Practice update

The telephone system will be updated very soon and the staff have been trained to use it.

In August, the practice welcomed a new GP.

Paper requests for repeat medicines are being phased out, although not completely eliminated. People will be encouraged to order online. There will be a message out soon, informing the public.

The RSV vaccine is available for the over 75s this weekend and again in November. For 6 weeks at the beginning of October, the Covid and Flu vaccines will also be available.

A member asked the Ops manager about the opportunity for a patient to access his/her medical records and mentioned that it could be put onto CD and sent. He was unsure of the security of this as it seems the access code is included in the packaging. The Practice will look into this.

Treasurer's report

The same as last meeting, for the AGM paper work will be circulated for people to see.

Reports from members

There were none.

Any Other Business

The recent risk survey which was sent to all members has had limited return. It is urged that those who didn't return it, should do so asap!

There will be an AGM for the next meeting. Please advertise this to anyone you know. The PPG now has few members, and this makes it difficult to operate fully. Also, a full time Chairman is needed.

There being nothing more to discuss, the next meeting was set for

3rd October in Callington at 6-30 pm. This will also be the AGM