



**Tamar Valley  
Health  
Patient's Group**

*tvhPPG*

<https://tamarvalleyhealth.org.uk>

## **MINUTES OF PPG MEETING 1<sup>st</sup> June 2023**

In attendance: Sharon Trafford (chair), Jenny Woolley (Treasurer), Debbie Lawton (Secretary), Mike Bray, Alison Freshney, Linda Pollard, & Jane Ridsdill

TVH Practice Attending: Laura-Ann Bruton

Apologies: Mark Stone, Peter Bloomfield, Roger Webster & Pat Mitchell

The meeting was held at the Callington Practice

**Welcome.** The Chair welcomed everyone to the meeting. Mike Bray joined the meeting for the first time. Apologies were noted.

Peter Bloomfield has decided to leave the group as he has other commitments. ST wrote to him to thank him for his commitment to the PPG and to wish him well.

Sharon Trafford has also decided to stand down as Chair at the next AGM, this autumn. She asked that anyone who would like to take on the role to get in touch with her.

**1. Minutes of previous meetings** - The minutes of the meeting on 6<sup>th</sup> April 2023 were approved.

### **2. Matters Arising –**

**PPG only meeting** - Four PPG members met on May 11th, JW, ST, LP & DL. The intention was to discuss publicity for the Practice, how to reach patients and to encourage the use of different technologies and also to promote Medpoint and online use of the TVH website.

The discussion expanded to patient complaints, specifically relating to the pharmacy, the Practice being constantly challenged due to sickness and vacancies and the inability to train and retain staff. Our meeting discussed perceived reluctance to use us having offered many times to do voluntary admin. There has been no reception staff available for a one hour interview for the next newsletter, only LAB is available to meet the PPG group on the normal bi-monthly meetings and there is a strong possibility that PPG members may lose interest.

Following the meeting ST received a telephone call from a patient concerning a long queue at Gunnislake pharmacy where meds were either not ready or not available. There was apparently a fair amount of disgruntled patients and reception staff were openly discussing patient issues which could be heard from the queue.

ST emailed the concerns from the meeting and the phone call to LAB whose response was that two newly trained receptionists have recently left, the dispensary team are overwhelmed, could we run another 'we need you to' campaign and that it had been discussed that the wait time for meds is longer than the normal five days. (The TVH website & poster at the pharmacy still says five days).

Our repeated offer to help was gratefully received but there is a lack of seating space, PPG staff would need supervision and evening work would require staff already working long hours to stay and lock the building. LAB asked if we could 'queue bust' at Gunnislake pharmacy instead.

MB expressed concern that meds take longer than publicised but that the website does not allow you to order meds to give the pharmacy much extra time. He was also unable to sync his medications, though patients encouraged to do so and asked why he had to use Lloyds pharmacy who rarely had what he needed. The rule regarding living less than one mile from the surgery & not able to use practice dispensary was explained. He also asked why he couldn't have more than one months medication and he was advised to ask at his next medication review if this was possible.

**Action** LAB – to discuss sync of medications and other issues with MS

**Queue Busting for Pharmacy** – Process to get PPG members to help with this & what could be done to help was discussed. Encouraging people to use Medpoint was one area that would be useful. JR asked if there had been any errors with Medpoint. LAB was not aware but would check - **Action** LAB  
MB asked about standard procedures for registering with a Dr, getting prescriptions etc and LAB assured him that there were standard operating procedures for the practice staff to follow.

**Christmas Lights** – request still outstanding – action cf. **Action:** LAB to write to PB

**Reception Newsletter** – Still need to get a date for JW to speak to reception team. LAB was happy to cover Shannon so she can speak to JW. **Action** cf : LAB

**Powerpoint & logo** – DL has completed them and will send to LAB. New logo used as heading for minutes.

**FaceBook group list** – DL has provided list to LAB and they are being used.

**Using Gunnislake Pharmacy for Callington patient** – action cf from previous mtg (see last meeting AOB) **Action:** LAB

### 3. Update from the Practice - LAB

1. **Staff** - LAB reported that 2 new receptionists were starting the next week and 2 new GPs recruited – one starting in Sept and the other tbc. A pharmacy technician job would also be advertised. The new Dispensing Manager was settling in well and he was intending to come to a meeting in the future.
2. **Spring COVID Booster** – all completed.
3. **PCN** – Minimal update at present as new year started in Apr though there is more money for additional roles. This financial year is the last in the 5 year programme for PCN with the main focus being access and capacity.
4. **Meeting with Mark** – confirmed for 23<sup>rd</sup> June with ST, DL & JW

### 4. Reports and updates

- Bank account status – Balance still at £353.02.

### 5. A.O.B.

- JW asked if anyone from PPG could come to Gunnislake Market on 10<sup>th</sup> June. **Action** – all to consider if available
- JW asked for another article for the Gunnislake Gateway – perhaps the reception article. **Action** – ST to discuss with LAB
- There was a view at the meeting that it would be beneficial if a Partner or someone else as well as Laura-Ann could be present at future meetings.

The meeting closed at 7.30pm.

**Date of the next meeting: TBC (Thursday August 3rd at Gunnislake Surgery 1830).**