



**Tamar Valley
Health
Patient's Group**

tvhPPG

<https://tamarvalleyhealth.org.uk>

MINUTES OF PPG MEETING 3rd August 2023

In attendance: Sharon Trafford (chair), Jenny Woolley (Treasurer), Debbie Lawton (Secretary) Peter Stephens, Peter Hamilton, Mike Bray, Linda Pollard, Roger Webster & Pat Mitchell

TVH Practice Attending: Mark Stone & Kelly Graham

Apologies: Jane Ridsdill, Laura-Ann Bruton & Alison Freshney

The meeting was held at the Gunnislake Practice

Welcome. The Chair welcomed everyone to the meeting Peter Hamilton & Peter Stephens joined the meeting for the first time. Apologies were noted.

1. **Minutes of previous meetings** - The minutes of the meeting on 1st June 2023 were approved with two amendments as follows.
 - a. Sharon Trafford is leaving the PPG as well as standing down as chair
 - b. Action re Gunnislake Marker should be JR not JW

2. **Matters Arising** –

Christmas Lights – LAB has spoken to Peter Bloomfield

Reception Newsletter – Receptionist is available 10th August or any Thur in Sept **Action:** JW to confirm date convenient.

Pharmacy Queue Busting – DL gave an update for the benefit of new members and MS gave feedback saying how useful it had been.

Newsletters – ST has written a newsletter on measles and MMR vaccinations which has been sent to all magazines in the local area. **Action:** DL to send onto Calstock News.

Medpoint handouts – ST has created handouts to go with prescriptions. PS suggested a QR code could be added to assist patients to sign up. **Action:** DL to investigate (update see QR code at end of minutes).

MS gave an update on Medpoint saying that 618 people were now registered at Gunnislake and there had been 500 collections in the last 4 weeks and the practice were hoping for 750. Patients have a 3 day period to collect and there are 85 slots in each machine. MS had received a positive letter from a patient about Medpoint and the practice as a whole.

Prescriptions – MS explained that an app was being developed so that patients knew when their prescription would arrive. The numbers for deliveries had increased and extra shifts (2 drivers on Mondays) had been added. PH asked if delivery days had changed as his items arrived early & it was lucky he was home. MS said some had but all affected patients had been notified. **Action:** MS to check with Chris (lead driver) that everyone had been informed by text or email.

PH asked why prescriptions had to be monthly and MS explained. Both PS & PH said they were unable to use the Medpoint due to the type of medication they take and were concerned that their items have to be ordered so take extra time which can delay the items. MS suggested that at their med reviews they ask for couple of weeks tablets as a separate prescription to ensure they always have spare meds. They should also synchronise medications, so they are only issued once a month.

ST said the website should be updated as per an action on 23/6 mtg so patients are aware. **Action:** Kelly to discuss with LAB.

MB asked if items are listed when text sent re medication available or being delivered. MS said no as text sent manually.

PH asked if patients can see when meds are ready on systmoneline. MS said you can only see when the script has gone to the pharmacy.

MS said that the York Med waste policy document noted that most meds are issued for 28 days rather than 30 days which means ordering every 4 weeks instead of monthly. In addition, the costs of medicines has risen exponentially recently, not helped by limiting suppliers. Boots and Lloyds only use one supplier whereas Tamar Valley use 3 to reduce supply chain issues. Kelly said she would ask Systmonline if the practice could change the number of days when patients could reorder to allow them to order in sufficient time for supplies to arrive. **Action:** Kelly to investigate

Weight loss medication are going to private patients and NHS unable to purchase them, though they can help diabetics reduce their weight.

PM noted that during Lloyds Pharmacy changeover there had been stock issues. MS said these appeared to have been resolved and the practice had had to provide medicines that weren't available.

MB asked why all his items weren't ordered on the last prescription. He had queried with the supplier, and they had said not ordered. Kelly said that some can't be ordered electronically, and this added to the limited suppliers some distance pharmacies use causes issues which aren't relayed to the practice.

PS said he'd had issues ordering meds for patients as Systmonline times out. **Action:** Kelly to check time out value and see if it can be amended.

3. Update from the Practice – MS & Kelly

1. **Staffing**– 273 eConsults and 741 queries through reception during June. Saturday opening going well and staff were working over bank holidays to catch up. Most staff doing 1 week in 4 on Saturdays in excess of hours to help out.

68 GP sessions needed a week had been as low as 50 but was now much better as Tamar Valley is a training practice. One trainee had stayed on and another was due to start soon. The new Dispensing Manager had sadly had to resign due to health reasons

2. **Building plans** – Callington building needs to grow by 50%. The practice has signed to buy adjacent land and it is aimed to add 400sqm behind the existing building. Construction charges are up by 30% but it is impossible to build on top of existing building whilst the business continues so this is the only option. It has taken 3 years to get this far but planning should be ok as part of neighbourhood plan. A business case was currently being written so funding could be obtained.

PS asked for the timescale for the building work and MS said realistically 3-4 years if money available.

A renovation programme is also underway at Gunnislake. Thirty two doors will be widened and the building will be redecorated during evenings and weekends. MB asked if it was possible to put a couple seats in reception for those who cannot stand in the queue. **Action:** Kelly will see what space is available.

3. **PCN** – MS said that the practice was recruiting their own social prescriber instead of using AgeUK.
4. **Thank you** – Kelly thanked the PPG for allowing the League of Friends to share their table at the Callington Fair. A few extra people signed up.

4. Reports and updates

- Bank account – Balance now £337.77 as £15.25 had been spent on printing the Medpoint handouts

5. Non Practice Meeting in June

ST said that it had been decided to rerun the Medpoint Newsletter

DL said that she had spoken to the ladies at the coffee morning about info they wanted to see on the website and this included prescription ordering info, appointment guidelines (telephone call first etc) and who they may see rather than a GP when they have an appointment

LAB answers to questions to be added to the mtg notes. **Action:** DL/ST

The next meeting was planned for September.

6. Survey –

A survey by NHS England was sent to a handful of patients (500). 114 responses were received.

The GP survey results showed that the overall experience was good with Tamar Valley scoring 75% compared to Cornwall 76% & England 71%.

ST asked if there were any plans for a Practice Survey as the last one was March 2020. MS was happy the PPG ran another survey, and it was agreed for comparison purposes it should be similar to the last one. **Action:** ST to look out previous survey

7. A.O.B.

- Flu/Covid jabs currently delayed – were due in October
- PM said that someone from U3A had phoned and was told no appointments and to ring back the next day. They had been ringing since 0830 and were concerned that they would not get an appointment the next day either. **Action:** Kelly to speak to the reception team leader to ensure this doesn't happen
- PM also asked who changed dressings as a neighbour had asked for a dressing to be changed after an operation and told the practice don't do it. Kelly said that it may depend on the type of dressing as specialist ones do need to be changed by at the hospital.
- DL asked if when appointments are for Callington it could say on the text as she knew of 3 incidents in the last month where Gunnislake patients had not realized their appointment was at Callington as it says Tamar Valley Health. Kelly explained that the application reads the business name & they are unable to change it but reception staff would be reminded to ensure patients realise where their appointment was.

The meeting closed at 8.15pm.

Date of the next meeting: October 5 at Callington Surgery 1830 after the AGM.



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