



Minutes of the meeting held on 5th December 2024

The meeting was opened by the Chairman

The Chairman welcomed a new member, and introduced Hayley as a speaker.

Minutes

The minutes of the last meeting were approved.

Matters arising

There was nothing to discuss.

Treasurer's report

Jenny said that the accounts are still the same as last time.

Reports from the Practice

The new phone system is doing very well. It is simple to understand and is also able to contact the dispensary. There is a call back option which will relieve the necessity of holding on for a long time but without losing one's place in the queue. It is possible to go through the NHS app for appointments instead. There were 12,000 calls in October, 10,000 outbound and 1,003 call back, 959 of which were successful. 2,242 calls were abandoned.

The number of people accepting the 'flu and/or covid vaccines this autumn was good. 6,242 for 'flu and 5,978 for covid.

Triage on any request is hopefully going live in February.

The new building at Callington is going well.

Any Other Business

Hayley attended the meeting to make a request for help with a proposed "Cancer Club". She has been having extensive treatment for cancer and did not have enough support either from the surgery or from support groups. She eventually was given a telephone number which proved helpful to her and she wants this to be available to everyone. She would like a group started withing the practise, dedicated to this disease. Unfortunately, this is not possible but Laura-Ann suggested she could start on of her own, such as the Prostate Cancer group which is very successful and helpful to many men who have joined. Jane suggested that local publications could be contacted for her to advertise her idea. She agreed that this was a good idea. Jane will send her a list.

Jenny brought up the subject of bank charges for every transaction and some accounts which charge a monthly fee to have an account. She asked for some advice as to what could be done to mitigate this problem. There were 2 or 3 ideas given that are used by other groups.

Mark has contacted the new local MP, Anna Gelderd, and has agreed that there would be a meeting in January so that the PPG can promote itself to her. The date to be chosen.

The date and time for the next meeting is Thursday 1st February at 6-30 pm in the Callington Surgery.