



**Tamar Valley  
Health  
Patient's Group**

*tvhPPG*

<https://tamarvalleyhealth.org.uk>

## **Minutes of the meeting of February 6<sup>th</sup> 2025 in Callington**

Mike, acting as Chairman again, opened the meeting with a welcome.

### **Minutes**

The minutes of the previous meeting were agreed to be correct.

### **Matters Arising**

There were none.

### **Treasurer's report**

Jenny said that the account was still the same. It stands at £377.77.

### **Reports and Updates**

Mark talked about the state of the 2 practices, Gunnislake having approx.... 6,000 patients and Callington around 11,000. There is a staff shortage of 40%. There needs to be more building and Callington has now an acre of land at the rear of the present building, which will update the parking apart from anything else. Money is badly needed for this and also for improvements at Gunnislake, so a meeting with the local MP Anna Gelderd is very important. Mark hopes that this will be soon. Much work must be done to show people that it is necessary and that we need to raise about £3.5 million.

He then talked about the new Triage system which is due to come into play on 19<sup>th</sup> March. This means that when a person rings to make an appointment, certain questions will be asked of them so that the team can decide in which direction to send the caller. This is designed to make the system more efficient. The call-back is working very well. Mark said newsheets with explanations had been printed for handing out to people.

He reported that the Christmas period had been calmer than usual but that it was extremely busy in January due to winter viruses which is normal.

Kelly and Suzanne then talked about the dispensary upgrade and the meeting was taken around the dispensary to view what has so far taken place. They also talked about having a working fund dedicated to infection control. More staff will be in place for the filtering of patients' appointment requests. Advertising has begun.

### **Any Other Business**

Jane asked why the Gunnislake surgery had their defibrillator inside rather than outside. Mark said that it was a specialist piece of kit and that people outside would not be able to use it. He did say, however, that if one could be bought by the public, then he had no objection to it being mounted outside.

Jenny asked Mark if the PPG funds could be in a holding account with the Practice to save bank charges that are now to be levied on ordinary business accounts on a monthly basis. Mark agreed. Jane will see Debbie in order that she can sign the cheque as second signature.

Kelly said, in answer to a questioner There is no clinical hub-yet. Possibly 3<sup>rd</sup> March

There being nothing else to discuss, the meeting closed. **The next meeting will be in Gunnislake 3<sup>rd</sup> April at 6-30**