

FOWEY RIVER PRACTICE

Patient Participation Group (PPG) meeting

'Getting better together'

Wednesday 12th July 2017- 6:15 pm at Fowey

Present: BL (Chair), Anne B (Vice Chair), Annette B, Chinty P, CP, Dr. Waldron, RD, VD, RG, MK, Tracey

(1) Apologies - Amanda B

BL welcomed everyone to the meeting and confirmed that future meetings will begin at 6:15 pm. Afterwards he personally thanked Annette B for her contribution as Secretary over the years adding that he was pleased she remained a committee member. The group also confirmed this.

(2) Minutes from last meeting

BL checked for accuracy of the minutes – there were no further adjustments.

(3) Matters arising

- Higher toilet at Fowey surgery

Anne B asked for an update on the higher toilet. Dr. Waldron confirmed that the toilet seat had been installed.

- TV volume in Par surgery

RG mentioned that the TV volume is quite low and suggested using subtitles. However, he said that subtitles would not support patients who have learning difficulties such as dyslexia - a discussion followed. Dr. Waldron added that Paula (IT Lead) would provide support re TV displays. BL suggested that it would be a good idea for Paula to attend our PPG meeting to discuss ideas.

(4) Feedback from the Practice

- PPG Awareness Week (19 – 23 June 2017)

Chinty P reported that Amanda B sent her a summary on the forms received. There were 29 requests for Electronic Prescription Service, 20 forms for the Virtual group, 158 forms relating to receiving Text and 102 flu surveys were completed. Dr. Waldron added that 75% of patients were happy with the current practice but a few patients preferred a drop in clinic and others wanted a mid-week clinic. He also said that it is an idea to have a mid-week clinic but this has implications on covering normal work. A discussion followed. Regarding cost, eligible NHS patients can have their flu vaccine free at the surgery but there is a charge for the vaccine at chemists.

- Increase number of patients at the Practice

Dr. Waldron said that the Practice hopes to employ another doctor or have extra sessions re the increase patient numbers. He also added that the Practice has two new staff members.

- Diabetes Programme

Dr. Waldron mentioned that he spoke to Sue about evening sessions on diabetes in the community during the autumn this year and he asked if Committee members would attend sessions. Annette B and Chinty P agreed to this.

(5) Committee Items

- Volunteering during PPG Awareness Week (19 – 23 June 2017)

Some group members spoke about their experiences at Fowey and Par Surgeries reporting comments from patients and the positive support for the Practice. BL stated that there was a positive outcome for the Virtual group but added there were too many papers to work through within a short timeframe.

- Letters to patients

BL asked for an updated re letters to patients. Dr. Waldron replied stating that a letter has been agreed by the Practice and this will be sent out to patients.

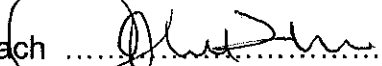
(6) Any other business

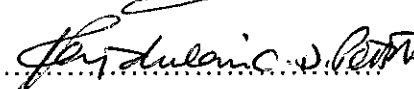
- BL mentioned that he did not have any contact from Middleway/Lostwithiel PPG groups. Dr. Waldron said that he will be having discussions with the groups. Anne B suggested writing to the groups but during a discussion, the group agreed to wait until Amanda B returned.
- BL asked whether anyone had contact with EG. Anne B said that EG had been busy with trips to London.
- The group has agreed to have bi-monthly meetings and they would attend urgent meetings as needed.
- Annette B has handed over the PPG file to Chinty P.
- Chinty P will forward the Amended letter to patients on the future role of the PPG from BL to Annette B.

The meeting ended at 18:58 pm.

Date of next meeting: Wednesday 13th September 2017 in FOWEY

Signed as a true record:

Chair: Bill Leach  Date: 13/09/2017

Rajdulari (Chinty) Pettitt  Date: 13/09/2017