

# FOWEY RIVER PRACTICE

## Patient Participation Group meeting (PPG)

*Making us better together*

Wednesday 11<sup>th</sup> January 2017

Par Health Centre 6:00 pm

Present: BL (Chair), Anne B (Vice Chair), CP, Chinty P, Dr. Marrett, EG, MK, RG

### **(1) Apologies**

Annette B (Secretary), Amanda Bone, TW, VD, RD, PP

BL welcomed everyone to the meeting and thanked Chinty P for taking the minutes whilst the group signed the register and phone contact details added.

### **(2) Minutes from last meeting**

BL checked for accuracy of the minutes of the last meeting. No amendments were required.

### **(3) Matters arising/Feedback from the Practice**

- Online prescription service

Dr. Marrett informed the group that the Text service have now gone live and said that forms for both the Text service and the Waiting Room should be given to Reception.

- Toys for the Waiting Room

Dr. Marrett said that toys purchased to date would be assessed for Health and Safety this week in Fowey.

- Ear Syringe

Amanda Bone sent an information sheet which was shared with all Committee members re self-care for Ear Irrigation – this information sheet will be given to patients as required.

- TV Screen Polruan

Dr. Marrett would check the space available for the TV screen in Polruan Surgery this week.

- Strap line PPG Letterhead

Chinty P amended the Letterhead to include the strap line 'Making us better together' - this was email to all Committee members.

- Thank you Poster re 2016 Raffle during the Flu Clinics

Chinty P did the poster and sent it to Amanda Bone. Everyone was pleased to see the poster displayed on the PPG notice board.

#### (4) Committee Items

- Friends of Fowey

This was an idea put forward working together with the PPG to support the Practice. Comments included that there are other groups named as Friends of Fowey and a suggestion was Friends of Fowey Practice.

- Communication with Patients

There was much discussion about communicating information to all patients, use of patients' contact details as well as raising money to contribute for things in the Practice. BL informed the group that the PPG needs to know how they could help the Practice over the course of the year. MK wondered if some patients knew there was a PPG associated with the Practice. RG noted that whilst the raffle was successful in raising funds, mainly the elderly were targeted during the flu clinics. The group agreed that it was better to communicate with other patients; some suggestions included use of text messages, leaflets and social media and issues around this such as negativity and privacy. Dr. Marrett said that she would speak with the Practice about the aim of the PPG to the Practice as well as acquiring patients' contact details, which the PPG can use to contact patients sharing information regarding support. Dr. Marrett informed the group about the website for the National Patients Participation Group [www.napp.org.uk/](http://www.napp.org.uk/) BL to inquire about finding best practice from other PPGs regarding patients' contact details. This topic will be on the Agenda for the next meeting.

#### (5) Report from the Virtual Group

EG would summarise PPG Minutes for inclusion in newsletters.

#### (6) Any other business



- Anne B said that the Fowey Waiting Room was very cold, and that a toddler's hand was burnt when the oil-filled radiator was touched. Anne B added that the main radiator did not work and that it should be fixed. Dr. Marrett said that a plan is under discussion.

- MK commented about a TV advertisement where a nurse from the NHS was giving information regarding support from chemists. MK was concerned about the difficulty with cost at the chemist compare to attending the surgery.

- EG asked the group if they knew where defibrillators were located in the community and the information will be added to the newsletter article. So far: Royal British Legion Fowey, Tywardreath New Inn and Library Par.

The meeting ended at 19:20 pm.

Date of next meeting: February 8<sup>th</sup> FOWEY

 Chair  
 Secretary