

FOWEY RIVER PRACTICE

Patient Participation Group meeting (PPG)

Making us better together

Wednesday 17th May 2017 at Fowey 6:00 pm

Present: BL (Chair), Anne B (Vice Chair), Amanda B, Chinty P, Dr. Waldron, MK, RD, VD

(1) Apologies

Annette B, CP, EG, TW

BL welcomed everyone to the meeting and the register was signed.

(2) Minutes from last meeting

BL checked for accuracy of the minutes of the last meeting. BL asked Amanda B to check with Annette B re information. Afterwards the meeting progressed on to point 3.

(3) Matters arising/Feedback from the Practice

- PPG Awareness Week (19 – 23 June 2017)

Dr. Waldron informed the group that there is a National PPG Awareness Week 19th – 23rd June and that the Practice will be promoting this at Fowey and Par Surgeries. The aims are to inform patients about the role and benefits of the PPG giving them a voice as well as to tell them about the Virtual Group. Dr. Waldron added that the Practice will also be giving out important information and advice such as promoting the Flu vaccine, signing up for text messages, using electronic prescription, joining the 'Waiting Room' and carrying out surveys to improve the Practice. The Practice will highlight the event in Fowey and Par Waiting Rooms using posters and banners. Anne B suggested contacting Spotlight as a means of publicity.

Dr. Waldron asked if PPG Committee members could volunteer to support this event during 9:00 am – 10:30 am and 4:00 – 5:00 from Monday 19 June to Friday 23rd June please. After the meeting, Chinty P sent an email to all Committee members asking for volunteers by Friday 19th May. She will forward details to Amanda B, Anne B and BL.

- Diabetes

Dr. Waldron told the group that the Eden Project is working on a programme for diabetes and unemployment supported by the European Social Fund. Dr. Waldron said that he had a discussion with Sue Dooley and she will hold evening sessions to speak with patients in small groups in the community during the autumn period. In addition, Dr. Waldron is hoping to have a professional chef attend group sessions in Fowey, Golant, Par and Tywardreath and he has considered involving the Tywardreath Village shop. BL said that the PPG would follow up locally when the programme starts.

- Other PPG groups

Amanda B said that Middleway PPG would like to meet up with the Practice PPG. BL and Amanda B will follow up.

RD asked about other PPG members and representation. Both Amanda B and BL further explained about the variation in PPG groups. BL added that although the concept of having a PPG is a good one, it has not always happened in practice.

- Nurse for Eldercare

Dr. Waldron reported that the Practice wanted a clinical nurse for care of the elderly. He said that the Practice has acquired some funds but there are conditions attached and the post seems to be a coordinator role instead. Dr. Waldron will be having further discussions.

(4) Committee Items

- Higher toilet to support patients with hip and knee difficulties

VD asked about options of having a higher toilet for patients who are experiencing difficulties with hips and knees when the Fowey toilet is repaired. Amanda B said that there is an appointment for the plumber and she would discuss.

- Reducing costs/promoting wellbeing by switching off lights/opening curtains in surgeries

MK suggested that the Practice could reduce electricity costs by turning off lights on sunny days and that opening the blinds could promote a sense of well-being. A discussion followed.

- Reducing volume on TV screens

Anne B said that although the TV screen is very informative in Fowey Surgery, the volume is too high and she asked if the volume could be reduced. In contrast, BL said that on a previous occasion the volume was too low - a discussion followed. Amanda B said that Dr Marrett is working on the issue. Dr. Waldron said that they have realised that the TV screen in Par surgery was not working because the computer stick was removed.

- Email from TW

BL will write to TW re membership.

(5) Future Role of our PPG – discussion paper

BL wrote a provisional letter to patients outlining the aims of the PPG, initiatives completed so far and information that would benefit patients. This group discussed the contents of the letter. BL to make amendments incorporating some of EG's emailed suggestions. BL will forward the amended letter on to Amanda and Dr. Waldron for comments.

(6) Report from the Virtual Group

BL has acknowledged the work EG is doing with summarising minutes for newsletters. BL will contact EG. BL added that it is best to wait after the PPG Awareness week to send a summary of the minutes to Newsletters in the community.

• **Submission dates for Newsletters**

1. Foweynews Newsletter: This is a monthly newsletter.

Articles should be sent on the 20th of month preceding issue.

2. The Golant Pill Newsletter: This is a bi monthly newsletter.

Contact details: Jacky Fletcher, Mimosa Cottage, Water Lane, Golant, Fowey, Cornwall PL23 1LA.

This is also available on the internet- *Issue 62 (02/17 April/May) has a copy of the PPG's letter re informing patients about the Virtual Group.*

http://www.golant.net/index_htm_files/Pill%2062.pdf

3. PL24 Community Association Newsletter: This is a quarterly newsletter.

March edition: deadline 14th February
June edition: deadline 14th May
September edition: deadline 14th August
December edition: deadline 14th November

This newsletter is also available online at <http://www.pl24.org/index.htm>

(7) Any other business

- BL hopes that both EG and CP are better soon and wished CP well in her current AS exams.
- BL also thanked Chinty P for taking the minutes in this meeting.
- Chinty P will adjust the format of the PPG letterhead – to discuss next meeting.

The meeting ended at 19:25 pm.

Date of next meeting: Wednesday 14th June 2017 in FOWEY

Signed as a true record:

Chair: Bill Leach  Date: 19.6.17

Chinty Pettitt  Date: 14/06/2017