

FOWEY RIVER PRACTICE

Patient Participation Group (PPG)

“Getting Better Together”

Minutes from the meeting on Wednesday 10th April 2019 6.15 at Fowey

Present: BL (Chair) Anne B (V Chair) Annette B, Amanda B, Dr Waldron, MW, LW, RG, CN

- 1) Apologies: Chinty P, CP, PP, RD, VD
- 2) Minutes of the last meeting All agreed it was an accurate record
- 3) Matters arising
 - Amanda reported that there would be a delay with the new phone system until May as there are a few creases to iron out
 - BL, Feedback from the LIONS club, there will be a slight delay with the funds forthcoming due to internal club pressures, however, this is an issue they value and will allocate the funds as soon as possible. A presentation will be arranged as soon as the Lions club confirm
 - Age UK: Amanda B said that there has been no further response
 - 200 club: To be discussed at a separate meeting

Feedback from the Practice

- Primary Care Network: A proposal is in the final stages of being written, this includes, Lostwithiel and Middleway Practices. The main sticking point may be the numbers required; the minimum number of patients is between 30 and 50,000. Other plans may be considered in the future if necessary to work at scale such as:
 - Mental Health Team could be included
 - Primary care to employ Chemists etc.Hopefully it could be a one stop shop, however there are issues still to be discussed and other options to explore and further negotiations to be done.

- A new member of staff has joined the Practice called Vicky as Kim has just retired
- CCG Fowey Hospital: Dr Waldron has been invited by Kate Mitchell, from the Steering group, to attend a meeting on 23rd April. Anne B volunteered to represent the Practice at this meeting. BL informed the group that the invitation had been extended to Parish Councils also. Anne B also expressed her frustration regarding the indecision at previous meetings on the subject. Everyone hoped that this meeting would be more productive.

Patient Experience Survey

BL congratulated the Practice on a 93% approval rating

Most of the items covered in the questionnaire, the Practice was rated above National averages. One of the most positive points was being able to see a Doctor on the day.

A point for progress was discussed on how to improve the system on how a patient can see a chosen Doctor within a shorted time frame. (48 hours) At the moment all Doctors cover all surgeries. In the past designated Doctors only covered one Surgery. This possibility will be discussed at a Partners meeting in 2 weeks, however the Group did not see this as constructive proposal.

There was positive feedback on the service provided. Amanda B said that the receptionists are training on Ethos and customer service.

Another point to expand on was the comfort of the waiting rooms

Anne B suggested that the heating of the waiting rooms could be addressed. A discussion took place on atmosphere and protecting, personal information at the desks and data protection.

A further discussion took place on individual figures within the survey.

There were no points that were seen as a problem, only as a chance to evolve and improve even further as a practice.

The PPG are to send congratulations to everyone in the Practice for all of their work in making the Practice so successful.

Amanda B informed the group that the report will be included in all internal reports and appraisals.

Anne B suggested that it be forwarded to higher authorities within the NHS.

AOB

There was no other business

Meeting closed at 7.20

Time and date of next meeting

Wednesday 8th May 6.25 at Fowey