

FOWEY RIVER PRACTICE

Patient Participation Group (PPG) meeting

'Getting better together'

Wednesday 14th March 2018 - 6:15 pm at Fowey

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

(1) Apologies: RG

BL welcomed everyone to the meeting and checked for apologies.

(2) Minutes from last meeting

BL checked for accuracy of the minutes with the group- there were no adjustments. Afterwards BL and Chinty P signed off the minutes as a true record.

(3) Matters arising

- Anne B confirmed that she sent a card to Nurse Fiona regarding her retirement and later enquired about toys recently purchased for the Practice. Amanda B confirmed this and showed the group some photos of toys, tables and chairs they purchased.
- Last meeting, RD mentioned that VD had difficulty getting medication from the chemist. VD confirmed that she managed to get some medication for 2 days only and the rest was not available until after the weekend.
- Newsletter in progress

The group viewed a draft copy of CP's newsletter. Afterwards they discussed the format and many ideas for the newsletter. Contribution from committee members included: displaying staff names and photos, cut-off date for submission and ideas for distributing the newsletter to patients through community newsletters such as Fowey News, Golant and PL24. Dr. Waldron suggested that Paula could also produce something for the next meeting. Chinty P emailed her draft copy and CP's draft copy of the newsletter to the rest of the committee.

(4) Feedback from the Practice

Dr. Waldron reported that he had a meeting with Middleway Surgery and Lostwithiel Practice about an integrated nursing service.

(5) Committee Items

- Appointments

VD inquired about the availability of having phone call appointments. Dr. Waldron informed the group that the Practice was looking into the idea of phone calls forwarded to a PA re appointments.

BL explained the difficulties he recently faced when trying to make an appointment to see a GP and Annette B also confirmed similar difficulties. A discussion followed about appointments released on the day, future appointments made 3 months in advance and the possibilities of shortening this time. BL suggested that the Newsletter could have details of how appointments are scheduled thus giving clarity and transparency to all. PP asked if there was a modelling system that could be applied to appointments. Dr. Waldron replied stating that lots of previous research has been done on appointments and that they have tried many systems.

- Moving forward

Annette B created some handouts with ideas to raise awareness re health and well-being. Annette B looked at ways to involve the community with health care centres and a discussion followed such as health promotion for teenagers. Dr. Waldron mentioned that there was a department based in Redruth that deals with health and well-being. Amanda B to send Annette B further details regarding this. Annette B to report her findings at the next meeting.

- Diabetes

BL asked for further details on diabetes workshop sessions with Sue. Dr. Waldron updated this stating that there is a national interest on this topic and currently there is a local programme in place.

(6) Any other business

Prescriptions

- BL asked about the electronic prescription system. Dr. Waldron explained that the electronic system is working well, in that it saves time, paper and it is a better way of tracking prescriptions in the system.
- BL inquired about the online prescription service and Royal Mail delivery. Dr. Waldron said that feedback from patients indicate that the system is working well.
- Anne B noted concerns about online prescriptions disappearing on the system and not appearing when they are due. Since this has happened about 4 times, she decided to mention this difficulty to Amanda B. Dr. Waldron explained that sometimes doctors look at prescriptions to make a decision hence the reason for the prescription not available on the system. He also added that there is a flow chart to check the journey of the prescription on the system.

Doppler machine

Dr. Waldron summarised how a Doppler machine works to measure the flow of blood into the feet and back. He said that the current method takes a long time and the procedure requires a lot of skill and a new Doppler machine will take considerably less time. Dr. Waldron added that the Practice and Middleway Surgery are considering sharing the cost of a Doppler machine, which is approximately £2800.00.

Many thanks to Dr. Waldron for giving up his holiday time to attend this PPG meeting in March.

The meeting closed at 19:15 pm.

Date of next meeting: Wednesday 11th April 2018 in FOWEY