

FOWEY RIVER PRACTICE

PATIENT PARTICIPATION GROUP MEETING

The Patients voice, making us better together

Wednesday 14th September 2016
PAR HEALTH CENTRE 6:00 pm

Present: BL (Chair), Anne B (Vice Chair), MK, RG, VD, RD, EG, CP, Dr Marrett, Amanda B (Practice Manager), Chinty P

(1) Apologies

Annette B (Secretary), PP

BL welcomed everyone to the meeting. He said thank you to Chinty P for taking the minutes and to Anne B for chairing the last meeting.

(2) Minutes from last meeting

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

(3) Matters arising

RD asked if there was any further information about a Practice nurse to augment some treatments at Kernow CCG Level. Dr Marrett explained the situation stating that the structure did not work and the Practice preferred to have the money.

During the last meeting, Committee members had a tour of the new extension in the Fowey Practice and they were very pleased with the work done.

(4) Feedback from Practice

- a. Diabetes update – shelved at this point
- b. Toys in the waiting room update

Dr. Cockshott is Lead person for this subject. Some funds from the Raffle during the Flu Clinics this year will go to purchase toys for all surgeries.

c. Building works at Fowey Practice

Amanda B informed the group that the builders finished the work on Tuesday 13th September 2016 and that the admin space has been converted into 2 new consulting rooms. In addition, all Admin work has moved to the newly-built space upstairs. MK wondered if there were enough staff available for extra consultations. Amanda replied since there will be extra staff such as a phlebotomist and the extra staff should be good for everyone. Anne B confirmed this.

d. Prescription Clerk and Electronic prescribing

BL asked for further information about the Prescription Clerk. Amanda B informed the group that the role of the Prescription Clerk was coordinating prescriptions across the three surgeries and explained how electronic prescriptions can now be tracked at all stages. BL asked the Committee whether they were all signed up for electronic prescriptions and said that it would be a good idea, to find out whether the process was working well. Forms were handed out to members who hadn't signed-up to this process as yet.

e. 'The Waiting Room'

This is an online service on the website <http://www.foweyriverpractice.co.uk/>
BL asked about advantages of the Waiting Room. Amanda B explained that the service enabled patients to view, print and order repeat prescriptions and there could be other possibilities in the future such as online appointments and accessing some information from medical records.

(5) Committee Items

a. Wording of notification for removing a member (from June) BL (Chair)

BL read the rule indicating that if a member misses attending 6 consecutive meetings without sending an apology, they should be automatically removed from the Committee. A discussion followed and the Committee agreed to:

'Any member who fails to attend 4 successive meetings without reasonable explanation or apology shall be considered to have relinquished committee membership'.

b. Flu vaccination letter (BL Chair)

BL explained to the group that he wrote a letter re the importance for patients to have their Flu vaccinations and sent it to Amanda B to upload to the Practice website. Dates for Flu vaccinations are 24th September 2016 (Par), October 2016 (Fowey), 13th October 2016 (Polruan) and 22nd October 2016 (Par).

c. PPG Letterhead

Chinty P will email a copy of the letterhead to each member.

d. TV – items to be included on the rolling screen

During a discussion, the Committee decided that information on the rolling screen should be short and sharp with little or no sound. This could take the form of a slide show rather than a voice over and suggested the following:

- Basic information advertising certain clinics
- Number of appointments missed (Nurse and GP appointments)
- How to find the Waiting Room on the Practice website
- Electronic prescriptions
- Research projects
- Although including information about certain illnesses such as Alzheimer's was discussed, MK felt that people might not necessarily be in the surgery waiting room long enough to find out important information via this route. However, Anne B suggested that we could carry out some trials to find out what works best.

BL informed the group that the Practice had the right to choose what they wanted on the screen. Dr Marrett replied that the Practice already got the information they wanted on the TV screens and suggested that they would not want to change the screens too regularly - possibly once per month. BL asked members to email Chinty P about what they wanted to see on the rolling TV screens in surgeries.

- Dr Marrett asked the group whether they preferred to see only clinical staff or all staff from the surgeries on the TV screens. After a short discussion, Amanda B said that she would ask the 'backroom' team what they preferred. BL asked Dr. Marrett to find out what the Practice preferred in order to make the information a bit more personal for the public.

e. Raffle during Flu Clinics

- Funds from the Raffle to be used for purchasing toys for all surgeries and a TV screen for Polruan Surgery.
- There was a short discussion re prizes for the raffle: MK (2 paintings), Chinty P (painting) and Anne B (cake). BL asked members if they knew anyone who wanted to contribute prizes for the raffle. VD and Anne B suggested some options that they might follow up.
- Chinty P will make the Poster to advertise the Raffle.

Support for Raffle during Flu Clinics

Saturday 24th September – Par

(BL and Chinty P– 8:30 start, MK (after 1:00) and CP, VD, RD (1:00–3:00)

Saturday 8th October – Fowey, (EG, Anne B, VD, RD)

Thursday 13th October – Polruan, (Practice Staff)

Saturday 22 October – Par, (Possibly VD, RD)

(6) Report from the Virtual Group

CP informed the group that the last letter from EG and CP was in the August issue of PL24 magazine and showed the group a copy August 2016.

EG suggested that after the PPG Minutes were finalised each month, she could summarise topics on completion, with the support CP, and that they could publish them in a letter for the Virtual Group and Newsletters such as PL24 and Fowey News; the full Minutes can be accessed on the Practice website. All agreed that this was a very good idea. BL stated that EG could bring a letter to the next meeting for verification.

(8) Any other business

- Amanda B asked BL to leave a signed copy of the Minutes for each meeting. Chinty P will send a copy of the July Minutes to BL for signing.
- Chinty P suggested sending patients a text/phone message reminder to reduce the number of missed appointments. After a short discussion, the group felt this was a good idea and BL asked Amanda B to look into this

The meeting ended at 18:50.

Date of next meeting: October 12th FOWEY

PPG (September 2016)

Chair
Secretary

Bill Leach

Annette Bate

9/11/16.
Beate