

FOWEY RIVER PRACTICE

Patient Participation Group (PPG) meeting

'Getting better together'

Wednesday 8th November 2017 - 6:15 pm at Fowey

Present: Amanda B, Annette B, CP, Chinty P, Dr. Waldron, RD, RG, VD

(1) Apologies – Anne B, BL, PP

Amanda B informed the group that BL was away and that Anne B had sent apology earlier this afternoon. Chinty P chaired the meeting.

(2) Minutes from last meeting

Chinty P checked accuracy of the minutes with the group and noted that she added Annette B's name to the Apologies section. There were no further adjustments. Chinty P and Amanda B signed the Minutes as an accurate record.

(3) Matters arising

1. Videos on TV screens

There was a short discussion about the videos shown on the TV screen in Par. Dr. Waldron explained that many of the videos are from the NHS and as a result, they were unable to alter them.

2. Meeting with Steve Double (MP for St Austell and Newquay)

Amanda B informed the group that meeting with MP Steve Double went very well. She added that MP Steve was very interested in the letter that the Practice sent out to all patients. Amanda also mentioned that there was a discussion about online medication and the issues regarding delivery and that MP Steve was keen to support local chemists but he had no control over online chemists.

3. Registering new patients at the Practice

Annette B asked whether the Practice would register new patients from particular places. Amanda B replied that there were boundaries for registering new patients. Dr. Waldron expanded on this explaining the boundaries. Amanda B added that some people were keen to register with the Practice but they did not want to give full details of their postcode or address.

4. Instructions to access the Waiting Room online

VD and RD explained that they had difficulties accessing the Waiting Room. VD said that she had help with process and handed Amanda B a list of instructions that they found useful. Chinty P also got a copy that she will send to the rest of the group.

5. Diabetes

- Dr. Waldron mentioned that the Practice is following a new programme for prediabetes. He said that they are contacting non-diabetic patients who have a blood sugar reading of 4.5 and above for a NHS sponsored programme relating to diet and exercise. He mentioned that some patients queried this.
- Amanda B said that the Eden Project currently has a Walking Programme and a support network group aimed for people with diabetes.
- Chinty P asked for an update on group sessions in the Community with Sue Dooley. Dr. Waldron said that the sessions are on Sue's list but presently she is completing other tasks.

6. Minutes from Kernow Commissioning Group

RD asked whether the Practice received the Minutes from the above group. Amanda confirmed this stating that there was an invitation for the next meeting and that she sent the date to BL and Anne B.

7. Contact with both PPGs Middleway Surgery and Lostwithiel Medical Practice

RD asked for an update with the above. Amanda B said that she had contact information from Middleway Surgery and she had forwarded the details to BL. However, Amanda B had not been contacted by Lostwithiel Medical Practice.

(4) **Feedback from the Practice**

• Flu Clinics

Dr. Waldron reported that this year the Practice had set up a programme which included carrying out a few routine checks such as measuring blood pressure, height and weight in addition to giving the Flu vaccine. He added that this programme worked well in Par Surgery since there was a lot of space but unfortunately there were problems with logistics in Fowey Surgery and as a result he stopped the programme and they concentrated on giving the vaccines only since there were long queues outside the surgery plus there were issues with parking. Dr. Waldron said that next year the Practice would consider having smaller clinics to accommodate such difficulties in Fowey. Amanda B reported that the Practice raised £689.00 for the Doppler machine explaining that £589.00 came from the Raffle and £100.00 donated from a patient.

• Frailty Eldercare Nurse Coordinator

Amanda B informed the group that the Nurse Coordinator started working on Monday with the 'Three Harbours Medical Practice'. She added that the Coordinator will be working with District Nurses, Nursing Homes plus provide training and support.

• Practice/Research Nurse

Amanda said that the new Practice/Research Nurse started this week.

• Toys

Amanda B explained the difficulties she encountered whilst trying to purchase toys that had the relevant Kite marks to meet Health and Safety legislations, Insurance rules and

CQC checks. Amanda B said that she found two companies that met these guidelines. One company was not so helpful but the other had toys that may suit the surgery but the price was £300.00. A discussion followed - Chinty P suggested purchasing books made from cotton cloth whilst Amanda B and Dr. Waldron mentioned plastic books that could be cleaned. Chinty P said that she would visit a nursery to ask for information about toys that meet the criteria with the relevant Kite marks for the Practice and she promised to email the information to the rest of the group.

(5) Committee Items

• Flu Clinics

Both VD and RD explained the difficulties they and Anne B experienced trying to talk with patients about the Raffle for the Doppler machine after their Flu vaccine on the Saturday Clinic in Fowey. However, VD and RD reported that they volunteered to sell Raffle tickets at the Thursday Flu Clinic in Fowey and this went very well especially as it was a smaller clinic.

Chinty P reported that BL, CP, MK, and she were at the Flu Clinic in Par. Chinty P said the Clinic was very busy and many patients had brought money for the Raffle. In addition, many people were very generous in donating money for the Doppler machine as well stating that they were happy to support this event especially as they would benefit from it and that they were happy with the support from the Surgery.

Well done to all for their persistence and time.

• Difficulties with Text from Surgery

VD said she has difficulties receiving text from the Surgery. Amanda B will follow up.

(6) Any other business

RG asked for information on the policy for advertising in the Surgeries notice boards. Dr. Waldron explained that Par surgery has to accommodate others since the Practice does not own the building and added that the Fowey notice boards are more streamlined.

The Raffle was drawn at the end of the meeting. The Practice will follow up re the winning tickets.

The meeting closed at 19:15 pm.

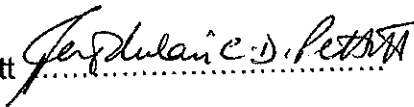
Date of next meeting: Wednesday 10th January 2018 in FOWEY

Note: There is no meeting in December 2017.

Signed as a true record:

Amanda Bone

Rajdulari (Chinty) Pettitt
(Secretary)



Date: 10/11/18

Date: 10/01/2018