

FOWEY RIVER PRACTICE

PATIENT PARTICIPATION GROUP MEETING THE PATIENTS VOICE, MAKING US BETTER TOGETHER

WEDNESDAY 9th NOVEMBER 2016

PAR 6PM

Before the meeting started, BL offered his condolences to Anne B on behalf of the whole committee.

Present: B: (Chair) Anne B (Vice Chair) Dr Marrett, Amanda Bone, Annette B Secretary, RD, VD, MK, Chinty P.

Apologies: Christine P, EG, T, RG.

- 1) Minutes of the last meeting, these being for September, as meeting was cancelled last month. BL and Annette B both thanked Chinty P for taking the minutes of the last meeting.
- 2) Matters arising

Diabetes: No news yet. To be placed on January agenda.

Toys for the waiting room

Amanda Bone showed the group examples of toys suggested as appropriate by Dr Cockshott. These have age ranges of 6 months or age 1 to 3. The group agreed that 1 to 3 would be the more suitable age range. Suitable books were also discussed. Decisions will be confirmed at next meeting. Any ideas would be welcomed.

On line Prescription, new facility

BL commented that he used the regular facility and requested a few items. When he collected them, he found that he had received ALL his medications not just what he ordered. This obviously has a financial implication to the practice.

Amanda Bone said there were still some quirks to work out, Practice needs to hear of any issues which come to light. There have been some issues as the whole Platform network failed, causing some real problems nationally.

Prescriptions clerk

The Practice has engaged a new clerk, who has experience but is also very IT savvy and is helping the practice with any teething troubles.

Annette B informed the group that she had been to Lostwithiel Practice and they were very interested in the great success we seem to have as a flourishing PPG. Chinty P expressed concern as she collected her prescription from Middleway, after checking, she found the medications were correct however the personal details were not hers. She brought it to the attention of the pharmacist immediately, who apologised.

Waiting Room

The new facility for on line users has proved it's ease of use, Amanda Bone passed out packs to the committee, giving information on what is available and how to access information. These packs are to promote the new Waiting Room 2 service.

This new service includes:

Appointment on-line

Ordering prescriptions

Access to medical records

3) Community Items

Flu Vaccines, BL letter promoting the flu vaccine days had been placed on the website. BL asked if the Practice had any numbers on the uptake of the vaccine. Amanda Bone said that all 3 days had been well attended and they had administered around 1600 vaccinations and only 80 patients had used the Chemist for their vaccinations.

BL asked if exact numbers could be brought to the next meeting so the committee could evaluate the effectiveness of the promotion.

Letterhead

BL put it to the committee that he had been thinking about the strapline for the PPG.

He proposed a change for the current:

The Patients Voice, Making Us Better Together to:

The Patients Voice, Getting better together

Proposed by BL seconded by Chinty P

TV in waiting rooms

A new member of staff will be working with Dr Marrett looking at the TV content, including the speed and relevance of information.

Fund Raising Raffle

BL thanked everyone involved in helping in this fund-raising venture, from selling tickets to donating prizes. He asked Amanda Bone to send the committees thanks to everyone who helped to sell the tickets. Amanda informed the group that the cake made and donated by a committee member had sold for a nice donation.

The drawing of the raffle took place.

Winner details will be noted separately.

The total raised this year was £610.00

4) Report from Virtual Group

EG was looking at past minutes to promote past endeavours/successes to place into publications.

Annette B was asked to send draft minutes early each month.

5) Feedback from Practice

Text Service: Amanda Bone has found a Text Service company which will work with the Practice current service provider. Testing of the information will be starting soon, however, early indications are looking very positive.

Publicising the Practice

Dr Marrett led some staff on a very muddy race for life raising £700 for Breast Cancer Research. The team were named "Waldron's Wonders"

One of the Practice Nurses has been accepted to run in next year's London Marathon in aid of Hospice Care.

The committee felt that these successes should be celebrated and promoted through the website. This would help to raise the profile of the Practice. BL suggested that this information should be placed in the Publications previously mentioned. BL asked if the congratulations of the PPG could be passed on to those concerned.

Ear Wash Out Machines

Amanda Bone informed the group that 21 ear wash out machines had been purchased, had broken, and were returned and credited. Amanda has spoken to Lead nurse at Treliske and this seems to be a nationwide problem. There is only one company in UK which make these machines, so the Practice is currently without any facility to provide this service. Amanda recommends going to the Chemist.

6) Committee Items

Anne B mentioned that the waiting room at Fowey had too many leaflets and needed a jolly good tidy up. There were also out of date posters on the walls.

Amanda aid that she had been working on putting a file together for each Practice and it was nearly ready for PPG approval. Next meeting

BL brought up the idea that better communication was needed between the Practice and Patients. He suggested that the Practice needed a budget set aside to:

Write to every patient household, informing them of the new Waiting room and Electronic Prescription Facility requesting their e-mail address for any future information to be e-mailed to them, i.e. Flu clinics or fundraising information.

This letter must come from the Practice.

Once details are on the data base, the e-mail addresses could be used to advise patients of a host of selected information.

7) AOB

BL suggested the possibility of a "Friends of Fowey River Practice" like the Hospital has. This again could be promoted through the e-mail data base. Everyone thought it was a good idea. Suggestions of how to make it work for next agenda.

Annette B suggested the possibility of having a twice-yearly Newsletter promoting PPG achievements during the year. This could also be promoted via the database. Suggestions for the next agenda,

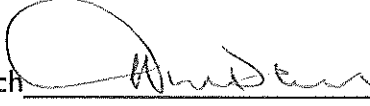
Chinty P mentioned that the booking in machine did not work correctly the other day when she was waiting for her appointment. She booked in but the booking did not register.

Time and date of next meeting: Wednesday 14th December 6pm Fowey

Meeting finished at 7.10pm

Signed as a true record

Chair:

Bill Leach  Date 14.12.16

Secretary:

Annette Bate  Date 14/12/16