

## FOWEY RIVER PRACTICE

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

WEDNESDAY 13th JULY 2016  
FOWEY 6PM

PRESENT: Anne B, Vice Chair, Dr M Waldron, Annette B, Secretary, RG, VD, RD, MK.

APOLOGIES: BL (Chair), Amanda Bone, MP, CP, CP

Anne B Vice Chair to chair tonight's meeting

#### Minutes of last meeting

- Toys in the waiting room, will be updated in Practice feedback
- Next fundraiser event, MK has offered to donate another picture
- Letter head for the PPG. Will be voted on this evening

#### Feedback from Practice

- Building is nearly finished, Dr Waldron will take Committee on a tour at the end of the meeting.
- Dr Moore is unwell and will be finishing in October.
- Dr Cuff will take over 3 surgery sessions
- Dr Goss will cover 2 sessions, with a possibility of more
- Should be okay in August as starting a new rota
- Lots of NHS items to inform group of
  - Kernow CCG in special measures

There is a need to cut costs, however currently, 2 District nurses short and Fowey hospital is staffed by Agency staff, this is very costly. At a Community Care meeting concerns were raised regarding this.

- CCG employs a full time nurse to help Doctors with treatment plans, they can also attend GP meetings, GP's do not want this.
- Electronic Prescriptions: Once a request has been sent to the surgery, it can be tracked at every stage. There will be a clear auditable trail. There is a Partners meeting on Monday where this facility will be discussed to check progress.
- Practice to employ a Prescription clerk to take ownership of the new system, and the current system. This should also reduce confusion and speed up any queries quickly.
- Annette B, said she had been in Middleway pharmacy when a Practice Patient was complaining that not all of his prescription had been received, she offered to bring his query to the meeting. Dr Waldron said that it was possible that the item may have been an item which needed a Doctor to review before the prescription could be dispensed. It should have been ready the following day.

- Toys in waiting rooms, Dr Cockshott is leading on this item, update at next meeting

### Virtual Group

- It was discussed by the group and decided that the virtual group should receive a copy of the minutes each month. Who will do this will be discussed at the next meeting

### Feedback from Group

#### Committee Members

- It was decided at the last meeting that if a Committee member has not attended for 12 months, Secretary would e-mail to ask if the member is still interested in attending the meetings. BL Chair to word the request and subsequent notification of withdrawal of committee membership. Next meeting.

### AOB

- Diabetes update, Dr Waldron said that there was supposed to be a meeting 2 weeks ago, but should meet later this week, however an information event should take place later this year. This will be a free event.
- The Committee are keen to be involved in this event if possible.
- TV in waiting rooms, these are hard to hear, suggestions were made to move to a rolling information programme, to include information like
  - Number of Appointment absences
  - How to order a prescription on-line
  - Event screens for i.e. Flu vaccination dates, advertise clinics etc.


Observation from Ann B, she had set up all of her prescriptions on-line, however when she came to use the facility this month, all the information had been wiped. Dr Waldron said he would check this out and feedback at the next meeting.

Vote on headed paper, it was unanimously voted that the dark blue headed paper should be adopted for all PPG business. Proposed and carried.

Meeting closed at 7pm

Date and time of next meeting: Wednesday 14<sup>th</sup> September at Par.

**These minutes were checked and verified by Committee members on Wednesday 14<sup>th</sup> September 2016.**

  
 William Leach, Chair

14<sup>th</sup> September 2016  
 Date

ANNIE BOOSEY, vice chair