

FOWEY RIVER PRACTICE
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING
WEDNESDAY 14TH OCTOBER 2015
PAR 6PM

PRESENT

Chair, BL, Anne B, Annette B, Amanda Bone, RD, VD, SG, EG, MK, ChintyP, Christine P, TW Guest LS

1) APOLOGIES

Dr Waldron may not be able to attend this meeting

No other apologies have been received

- BL, thanked Anne B for taking the chair at last months meeting.
- BL, the practice has a new apprentice in reception, LS, she will be observing the meeting tonight, BL welcomed her to the meeting
- BL, welcomed a new member of the committee, TW who represents a new demographic (young mums) for the group.

2) MINUTES OF LAST MEETING

Minutes agreed and signed

3) MATTERS ARISING

Anne B again congratulated the Practice on the CQC inspection report; she asked what criteria the CQC look at to award an outstanding report. Amanda Bone explained that the CQC look at the work in all areas that the practice has done over the past years. Dr Paula Marrett has done outstanding work in the area of Dementia and working with an older demographic.

BL said that Dr Paula is regarded nationally as an expert in her field. She has won a national award for her work and research in this area.

Anne B asked how does the group get the information about achievements out to the patients.

BL agreed that this was a valid point and the Practice needs to promote its achievements better. All agreed that the group should look at this in more detail at another meeting. Annette B to add to an agenda.

(December)

BL informed the group that following the good news about the inspection, he wrote a letter to the Practice on behalf of the PPG congratulating the Practice on this great achievement. BL to provide Annette with a copy for the records.

Anne B asked if there was any update on the Polruan project. Amanda said not yet.

Anne B asked if there was any update on the bid for a Pharmacist. Amanda informed the group that the result of the bid is not due until 14th November 15.

If the bid is won, the new Pharmacist will be looking at:

- Checking contra indications on drugs prescribed for patients
- Suggesting alternative drugs
- Reducing prescription costs
- Look at setting up clinics
- Reviewing process and implementing new Ideas for improvements

The new Pharmacist will be shared by all 3 surgeries

This will be a 5 year project, following this, the Practice will see if there is funding to continue, the Practice and PPG will then evaluate how well the project has done and what has been achieved.

The group had a short discussion on possible waste in prescription costs. Sometime patients get double meds due to chemist process. The group also raised a number of personal experiences of receiving excess prescriptions.

The group strongly felt that this is a big area for improvement. BL suggested this item be placed on the agenda for the next meeting in November.

Anne B asked if it would be possible to invite a chemist to attend one of our meetings in the future to talk and inform the group on dispensing processes. All thought this was a good idea; BL suggested we look at this further at the next meeting.

New website

Amanda asked if group had a chance to look at the new website. The general consensus of the group was that the current website looked more professional, the photos were better and most importantly was more user friendly than the new website.

BL tasked the group to all look at the new website in detail, TW suggested looking at it from all devices, phones, tablets and computers, and feedback at the next meeting. Annette B to place on agenda for November.

FEEDBACK FROM PRACTICE

a) At the last meeting Amanda B informed the group that a representative from the Devon & Exeter Trust, Patient, Carer and Public Involvement and Engagement Officer, NIHR Clinical Research Network: South West Peninsula, Ana Juetta, who would like to attend one of our meetings. It was agreed last month that it was a good idea. Amanda said that the Engagement Officer would attend and do a 20 to 30 minute presentation followed by a question and answer session. BL asked Annette to tailor the December agenda to accommodate this presentation.

b) Donna Chapman, Locality Support Manager for the Commissioning PPG representation, has asked the chairs of all PPGs for ideas to improve the Kernow Commissioning Group network meetings.

BL told the group that he had attended some of these meetings; he was not impressed by the organisation of these events. There was no agenda and the presentations were the worse he had ever seen. His suggestions were to have a clear Agenda sent out in advance of the meetings.

Keep presentations relevant and interesting, have clear directives and objectives for the meetings, also have a separate meeting of the Chairs of PPGs before the main meeting to discuss matters concerning General Practice and local Surgeries.

BL is passionate about the need to overhaul the current process, there is much improvement needed before the current situation is fit for purpose.

Amanda shared with the group that Dr Marrett had put a bid in for a research project which she won. The research will cover:

- Asthma
- COPD
- Diabetes
- Osteo-Arthritis

This research will consist of ground-breaking treatments with a novel mode of action. This will be a whole Practice project and all members of the team will be fully engaged with this project.

Dr Marrett will be in touch with relevant patients to ask if they would like to take part in the project.

Anne B suggested that the PPG should be able to take this achievement forward and promote. (Links with previous item point 1 under Matters Arising).

BL requested that this be an agenda item for January Annette B to add.

REPORT FROM THE VIRTUAL GROUP

Christine informed the group that the new PPG letter had been published in the PL24 local publication in Fowey for November EG said that the letter inviting Virtual members to join the group was sent out by the Practice.

Amanda B thanked the 2 members for their hard work as following these publications, she had received 2 requests to join the virtual group. The group also extended their thanks and congratulations to Christine P and EG for a great job.

BL requested that both the leaflet and the letter be e-mailed to Annette B for the records and Annette B to send on both to all committee members. Both agreed.

There was a short discussion on how virtual group will give and receive information. BL suggested that Virtual group feedback should be added to every agenda, all agreed. Annette B to action. Suggestion of having 100 leaflets in the surgeries. Agreed.

Notice boards

VD put forward a suggestion:

Would the group think it would be a good idea to:

To look at all of the noticeboard in all 3 surgeries and make better use of the space there is and the information provided. Could we group the information and posters into:

- Mothers
- Elderly
- General health issues or advice
- Promoting flu clinics etc.

All agreed that this would be a good improvement to the look of the waiting rooms and improve the information provided. Amanda will give some thought to any safeguarding information to assist anyone who may have any issue relating to this area.

The Surgery receptions will manage the noticeboards. ChintyP & EG then suggested a new subject for the PPG noticeboard, where we show what we have achieved, promote forthcoming events and raise awareness of certain issues. All agreed

Annette B to place on Agenda for next meeting.

Item

Another suggestion made was that the new leaflet and other issues and information affecting patients, could be placed in a folder in each surgery for patients to look at in the waiting areas.

Annette B to place on the agenda for next meeting.

VD asked for an update on the INR machine fundraising:

We have received:

- £400 form the Lions Club
- £100 form Imerys
- Money from donations of MK paintings, (Amanda Bone to confirm amount at next meeting)

Suggestion was made re: fund raising raffle at the Flu Clinics on

14-11-15 at Par BL, Chinty P and others to sell tickets

28-11-15 at Fowey Anne B & Annette B to sell tickets outside the surgeries as people enter and leave.

- Mike Donating a print of one of his painting
- Chinty P donating a painting
- Anne Donating a Cake
- RD & VD will donate 2 bottles of wine

There may be more prizes

Chinty P offered to create a Poster to advertise the fundraising event, must include the fact that this INR machine is urgently needed for the Polruan Surgery.

Anne B will get the raffle tickets. Cost will be £1 per strip.

VD also asked how patients are informed of test results:
Amanda Bone informed the group that there are 100s of test results every day.

- Results come back to the requesting GP, in the case of a locum these come back to the registered GP.
- Patients should call reception for any results of any tests
- Drs look at the results, if they are happy they are marked as routine and sit in patients records.
- If Dr is concerned then Surgery will contact patient for a re-test.

See the Patient ASAP

BL suggested that there should be a written process to inform patients. A short discussion too place, all thought a written process would be useful and once written should be placed in the PPG information folder (as mentioned above). However the Practice would have final approval of the wording of this process. Annette B to place on next agenda.

AOB

VD also mentioned that the turnover speed of the information on the TV in Fowey is too fast. Could this be slowed down to allow patients time to read?

Amanda Bone said she can arrange for the time allotted to be slowed down.

Amanda also added that the TV in Fowey was a trail but maybe now it could be rolled out to all surgeries.

Anne B was concerned as she had heard that Trevor the Chiropodist was leaving.

Amanda Bone was not aware of this and would look into it and feed back at the next meeting.

MK was concerned about costs of energy, could the Practice look in to saving energy anywhere?

TW asked if there was any way of feeding back to pay a compliment to staff in the Practice. Amanda Bone says there was but maybe information regarding feedback that could be placed in the folder mentioned above (Item 7).

It was suggested that Practice photos and roles should be placed in each surgery. BL asked for this to be placed on the next agenda.

BL asked if there were any other items, none were raised. The Meeting closed at 7.30pm.